

Prestige 100 and 100IH

User's Guide

Version 2.20

ZyXEL

TOTAL INTERNET ACCESS SOLUTION

Prestige 100 and 100IH

ISDN Router and Router/Hub

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Preface

About Your Prestige

Congratulations on your purchase of the Prestige ISDN Router.

The Prestige 100 and 100IH are high-performance routers that offer complete solutions for your WAN (Wide Area Network) applications such as Internet access, LAN-to-LAN connections, telecommuting and remote access over ISDN (Integrated Service Digital Network).

The Prestige 100 and 100IH are identical except that the 100IH has a built-in 4-port Ethernet hub. We will refer to both models as the Prestige from now on and to individual models by their full name (Prestige 100 or Prestige 100IH).

You do not need to set any switches to configure the Prestige. The user-friendly Prestige Web Configurator (PWC) is a JAVA based utility that allows you to manage the Prestige via a Worldwide Web browser. You can also manage the Prestige via the SMT (System Management Terminal), a menu-driven interface that you can access from either a terminal emulator or telnet.

Setup Information

ISDN Line

1. Contact your local telephone company's ISDN Ordering Center to find out what type of ISDN service is available and the switch type.
2. When the telephone company installs your ISDN line, please be sure to obtain and write down the following information for future use:
 - ISDN switch type
 - ISDN telephone number(s)
 - ISDN Service Profile Identifiers (SPID) number(s) (only for North America).

Supplemental services such as Call Forwarding are supported by the Prestige but must be subscribed to separately from the telephone company.

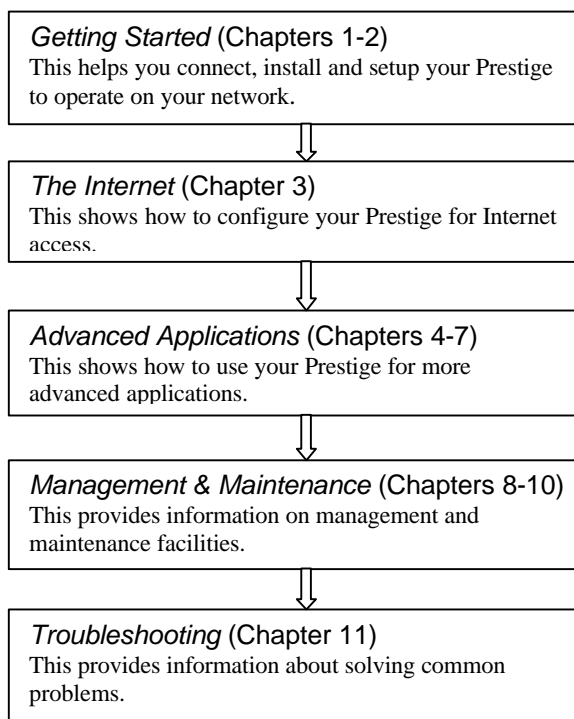
Ethernet Setup Information

IP Address - The IP Address is the unique 32-bit number assigned to your Prestige. This address is written in dotted decimal notation (four 8-bit numbers, between 0 and 255, separated by periods), e.g., 192.168.1.1.

Please note that every machine on a network must have a unique IP address - do not assign an arbitrary address to any machine. If you are not sure as to which IP address to assign to the Prestige, contact your Internet Service Provider (ISP) or refer to Chapter 3 of this guide for more details.

IP Subnet Mask - An IP address consists of two parts, the network ID and the host ID. The IP Subnet Mask is used to specify the network ID portion of the address, expressed in dotted decimal notation. The Prestige automatically calculates this mask based on the IP address that you assign. Unless you have a special need for subnetting, use the default mask as calculated by the Prestige.

Structure of this Manual



Chapter 1

Getting to Know Your ISDN Router

1.1 Features of the Prestige

ISDN Basic Rate Interface (BRI) Support

The Prestige supports a single BRI. A BRI offers two 64 Kbps channels, which can be used independently for two destinations or be bundled to speed up data transfer.

Extensive Analog Phone Support

The Prestige is equipped with two standard phone jacks for you to connect analog devices such as telephones and FAX machines. It also supports supplementary services such as call waiting and 3-way calling.

Single User Account (SUA)

The SUA™ (Single User Account) feature allows multiple users to share a single IP address (either dynamic or static) assigned by your Internet Service Provider (ISP).

Incoming Call Support

In addition to making outgoing calls, the Prestige allows you to configure it as a remote access server for telecommuting employees.

TCP/IP and PPP Support

- ◆ TCP/IP (Transmission Control Protocol/Internet Protocol) network layer protocol.
- ◆ PPP/MP (Point-to-Point Protocol/Multilink Protocol) link layer protocol.

Integrated 4-Port Ethernet Hub (P100IH only)

The Prestige 100IH is equipped with a built-in 4-port Ethernet 10Base-T hub. The built-in hub eliminates the need to purchase a separate hub when building a one to four-port network. For a larger number of workstations, additional hubs can be daisy-chained to the Prestige.

AUI Interface (P100 only)

The Prestige 100 has an additional AUI (Attachment Unit Interface) or 10 Base-5 port in addition to a 10 Base-T port. The AUI allows you to connect the Prestige to a thicknet cable. If you have thinnet cable (10 Base-2) you need an external transceiver to connect the Prestige to the cable.

Dial-On-Demand

The Dial-On-Demand feature allows the Prestige to automatically place a call to a remote gateway based on the triggering packet's destination without user intervention.

PPP Multilink

The Prestige can bundle multiple links in a single connection using PPP Multilink Protocol (MP). The number of links can be either statically configured or dynamically managed based on traffic demand.

Bandwidth-On-Demand

The Prestige dynamically allocates bandwidth by dialing and dropping connections according to traffic demand.

Full Network Management

- ◆ Accessing SMT (System Management Terminal) through telnet connection.
- ◆ Web-based PWC (Prestige Web Configurator).

Logging and Tracing

- ◆ CDR (Call Detail Record) to help to analyze and manage the telephone bill.
- ◆ Built-in message logging and packet tracing.
- ◆ Unix syslog facility support.

PAP and CHAP Security

The Prestige supports PAP (Password Authentication Protocol) and CHAP (Challenge Handshake Authentication Protocol). CHAP is more secure than PAP; however, PAP is readily available on more platforms.

DHCP Support

DHCP (Dynamic Host Configuration Protocol) allows the workstations on your LAN to obtain the configuration from the Prestige.

Call Control

Your Prestige provides budget management for outgoing calls and maintains a blacklist for unreachable phone numbers in order to save you the expense of unnecessary charges.

Data Compression

Your Prestige incorporates Stac data compression to speed up data transfer. Stac is the de facto standard of data compression over PPP links.

Networking Compatibility

Your Prestige is compatible with remote access products from other manufacturers such as Ascend, Cisco, and 3Com. Furthermore, it supports Microsoft Windows 95 and Windows NT remote access capability.

Prestige Web Configurator

The Prestige Web Configurator is a JAVA based utility designed to allow users to access the Prestige's management settings via a Worldwide Web browser.

Backup and Restore Configuration File via LAN or WAN

The PCT (Prestige Configuration Transfer), a stand-alone Java-based utility, allows backup and restoration of the configuration file via LAN or WAN.

Upgrade P100IH Firmware via LAN

The PCT allows upgrading of the Prestige 100IH firmware over the local LAN.

Supplementary Voice Features

The Prestige supports the following Supplementary Voice Features on both of its analog, or POTS (Plain Old Telephone Service), phone ports:

- ◆ Call Waiting
- ◆ Three Way Calling (conference)
- ◆ Call Transfer
- ◆ Call Forwarding

1.2 Applications for Prestige 100 and 100IH

1.2.1 Internet Access

The Prestige is the ideal high-speed Internet access solution. Your Prestige supports the TCP/IP protocol, which the Internet uses exclusively. It is also compatible with access servers manufactured by major vendors such as Cisco and Ascend. A typical Internet Access application is shown below.

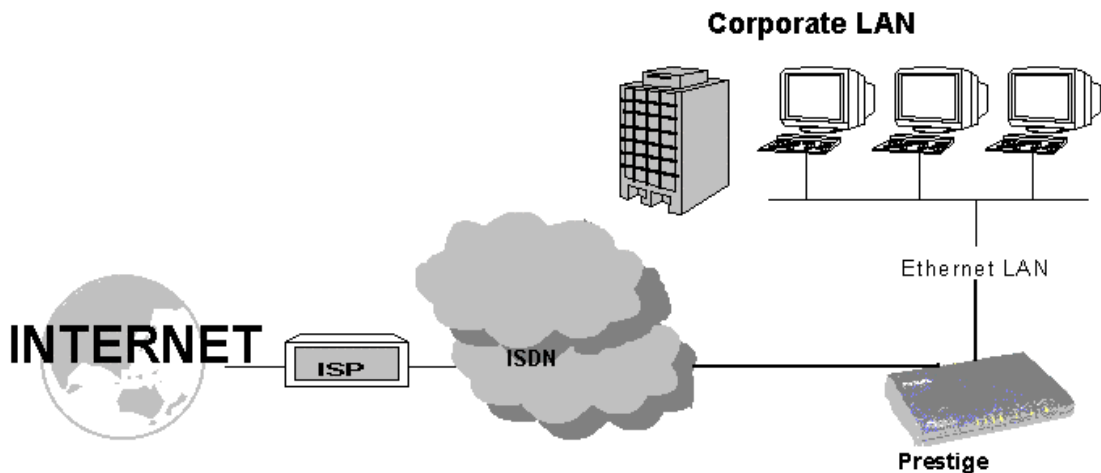


Figure 1-1 Internet Access Application

Internet Single User Account

For a SOHO (small office/Home Office) environment, your Prestige offers the Single User Account (SUA) feature that allows multiple users on the LAN (Local Area Network) to access the Internet concurrently for the cost of a single user. Single User Account address mapping can also be used for other LAN to LAN connections.

1.2.2 LAN-to-LAN Connection

You can use the Prestige to connect two geographically dispersed networks over the ISDN line. A typical LAN-to-LAN application for your Prestige is shown below.

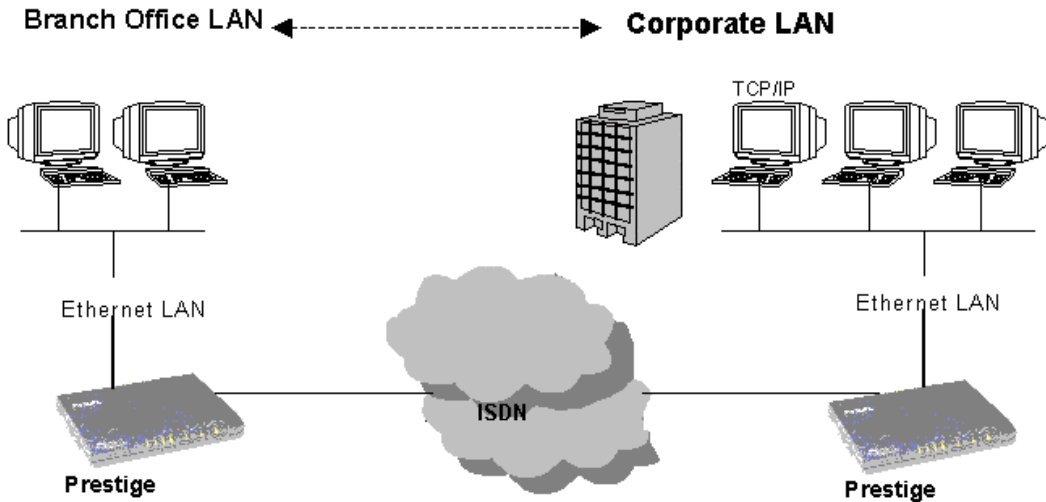


Figure 1-2 LAN-to-LAN Connection Application

1.2.3 Remote Access Server

Your Prestige allows remote users to dial-in and gain access to your LAN. This feature enables users that have workstations with remote access capabilities, e.g., Windows 95, to dial in to access the network resources without physically being in the office. Either PAP (Password Authentication Protocol) or CHAP (Challenge Handshake Authentication Protocol) authentication can be used to control the access from the remote users. You can also use callback for security and/or accounting purposes.

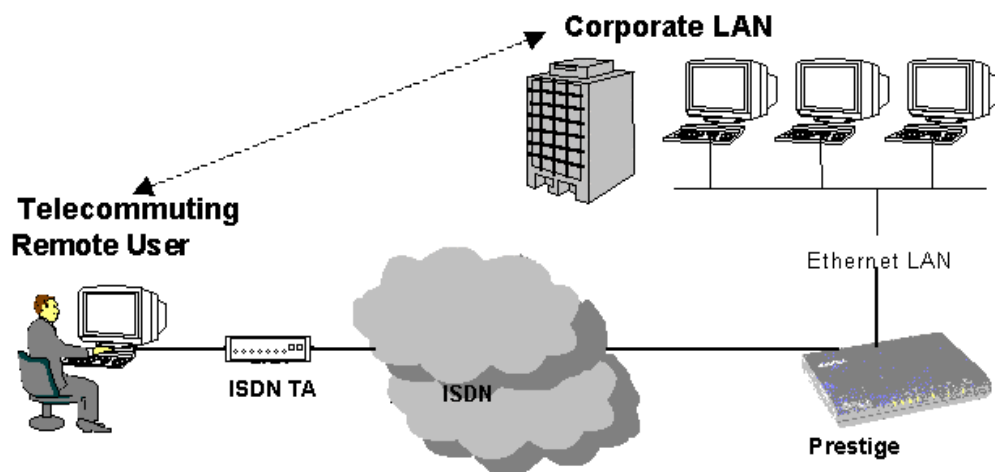


Figure 1-3 Telecommuting/Remote Access Server Application

Chapter 2

Hardware Installation & Initial Setup

2.1.1 Front Panel LEDS OF P100

The LED indicators on the front panel indicate the operational status of the Prestige 100. The following table describes the LED functions:

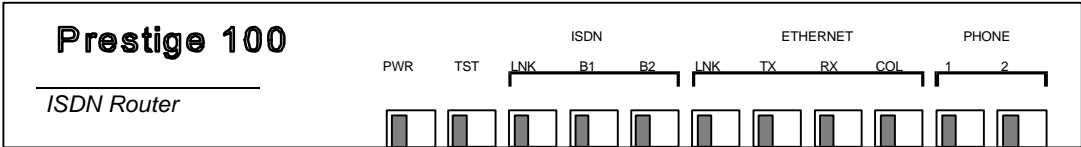


Figure 2-1 Front Panel Of P100

Table 2-1 LED functions

| | |
|-------------|---|
| PWR | The PWR (power) LED is on when power is applied to the Prestige. |
| TST | A blinking TST (test) LED indicates the Prestige is functioning properly. A steady or an off TST indicates malfunction. |
| ISDN: LNK | The LNK (Link) LED is on when the Prestige is connected to an ISDN switch and the line has been successfully initialized. |
| ISDN: B1/B2 | The B1/B2 LED is on when the corresponding B channel is in use. |
| ETHERNET | |
| LNK | The LED is on when the Prestige 100 is connected successfully to Ethernet. |
| TX/RX | The TX (Transmit)/RX (Receive) LED blinks when data is sent/received respectively, through the Ethernet port. |
| COL | The LED is on when a collision is detected. |
| PHONE: 1/2 | The LED is on when the device on the corresponding phone port is in use. |

2.1.2 Front Panel LEDs OF P100IH

The LED indicators on the front panel indicate the operational status of the Prestige 100IH. The following table describes the LED functions:

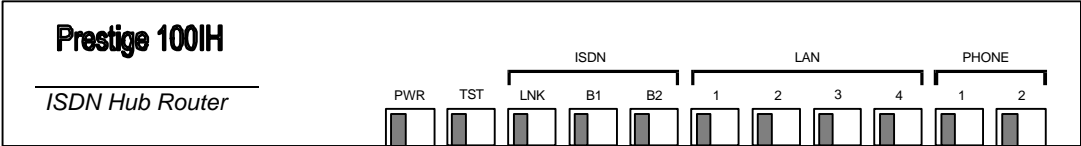


Figure 2-2 Front Panel Of P100IH

Table 2-2 LED functions

| | |
|-------------|---|
| PWR | The PWR (power) LED is on when power is applied to the Prestige. |
| TST | A blinking TST (test) LED indicates the Prestige is functioning properly. A steady or an off TST indicates malfunction. |
| ISDN: LNK | The LNK (Link) LED is on when the Prestige is connected to an ISDN switch and the line has been successfully initialized. |
| ISDN: B1/B2 | The B1/B2 LED is on when the corresponding B channel is in use. |
| LAN: 1 to 4 | A steady LED indicates an active station is connected to the corresponding port. The LED blinks when the connected station is transmitting. |
| PHONE: 1/2 | The LED is on when the device on the corresponding phone port is in use. |

2.2 Prestige 100IH Rear Panel and Connections

The figure below shows the rear panel of your Prestige 100IH and the connection diagram.

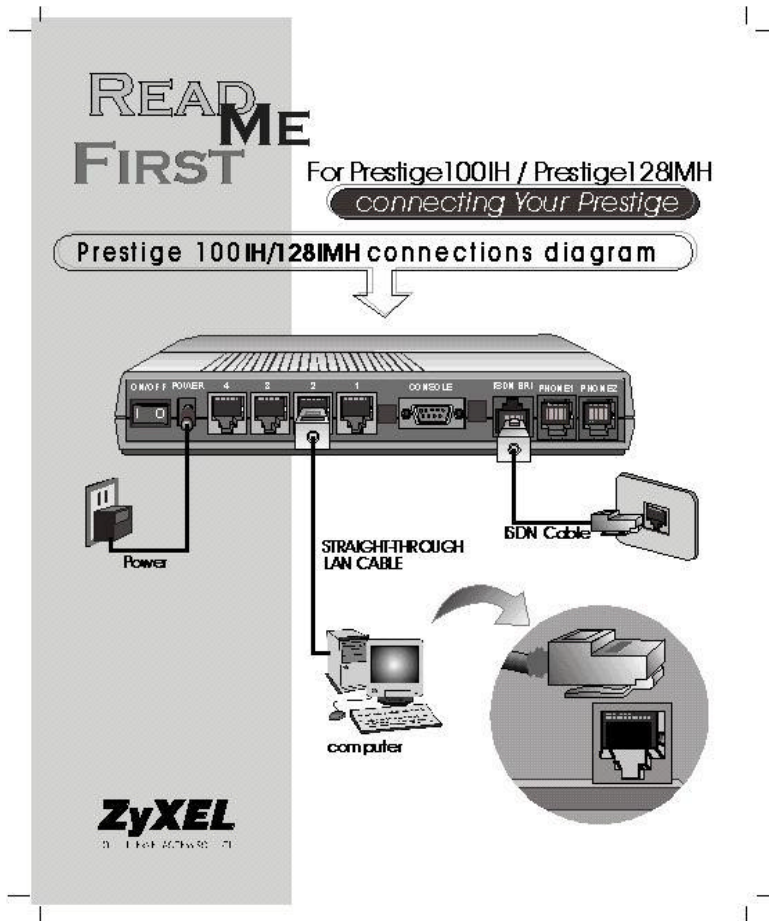


Figure 2-3 Prestige 100IH Rear Panel and Connections

The next figure shows the rear panel of your Prestige 100 and the connection diagram.

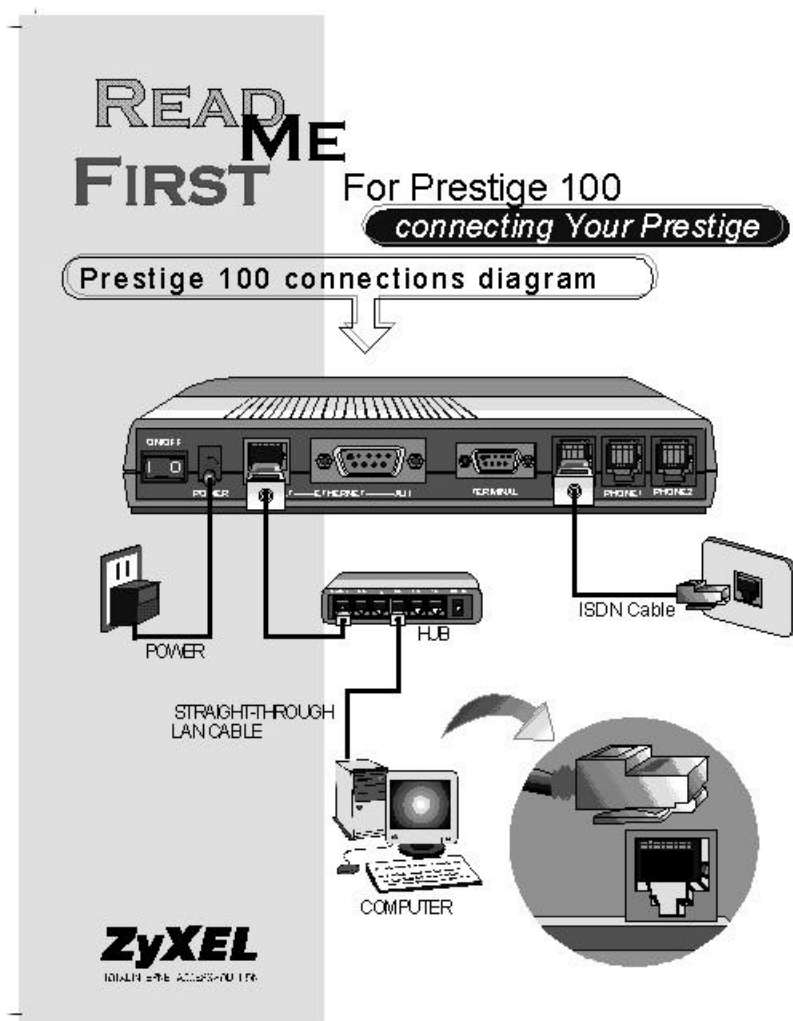


Figure 2-4 Prestige 100 Rear Panel and Connections

This section outlines how to connect your Prestige 100 and 100IH to the LAN and to the ISDN network.

Step 1. Connecting the ISDN Line

Connect the Prestige to the ISDN network using the included ISDN (black) cable. Plug one end of the cable into the port labeled **ISDN BRI** and the other to the ISDN wall jack.

Step 2. Connecting a Workstation to the Prestige

UTP Interface

Ethernet 10Base-T networks use Unshielded Twisted Pair (UTP) cable with RJ-45 connectors that look like a bigger telephone plug with 8 pins. Connect a workstation to the built-in hub on the Prestige 100IH to create an Ethernet network. Connect one end of a straight through Ethernet cable (white tag) to the NIC on the workstation and the other end to one of the built-in 4 Ethernet ports on the Prestige 100IH (Figure 2-3). Use the crossover cable (red tag) to connect your Prestige 100 to a computer directly or use straight through Ethernet cable (white tag) to connect to an external hub (as shown in Figure 2-4) and then connect one end of a straight through Ethernet cable (white tag) from the hub to the NIC on the workstation.

AUI (P100 only)

The AUI (Attachment Unit Interface), or 10 Base-5, port allows you to connect the Prestige 100 to a thicknet cable. If you have thinnet cable (10 Base-2) you need an external transceiver to connect the Prestige 100 to the cable. Connect one end of a straight through Ethernet cable to the NIC on the workstation and the other end to one of the AUI ports.

Connecting a Telephone/Fax to the Prestige

If you wish, you can connect regular telephones, fax machines or other analog devices to the Prestige. To connect an analog device, plug the end of the telephone cord from the device to either port **PHONE1** or **PHONE2** on the rear panel of the Prestige.

Step 3. Connecting the Power Adapter to your Prestige

Connect the power adapter to the port labeled **POWER** on the rear panel of your Prestige.

Step 4. Connecting the Console Port

For the initial configuration of your Prestige, you need to use terminal emulator software on a workstation and connect it to the Prestige through the console port. Connect the 9-pin (smaller) end of the console cable to the console port of the Prestige and the 25-pin (bigger) end to a serial port (COM1, COM2 or other COM port) of your workstation. You can use an extension RS-232 cable if the enclosed one is too short.

After the initial setup, you can modify the configuration remotely through telnet connections. See *Chapter 9 - Telnet Configuration and Capabilities* for detailed instructions on using telnet to configure your Prestige.

2.3 Additional Installation Requirements

In addition to the contents of your package, there are other hardware and software requirements you need before you can install and use your Prestige. These requirements include:

1. A computer with Ethernet 10Base-T NIC (Network Interface Card).
2. A computer equipped with communications software configured to the following parameters:
 - ◆ VT100 terminal emulation.
 - ◆ 9600 bps (bits per second).
 - ◆ No parity, 8 Data bits, 1 Stop bit.

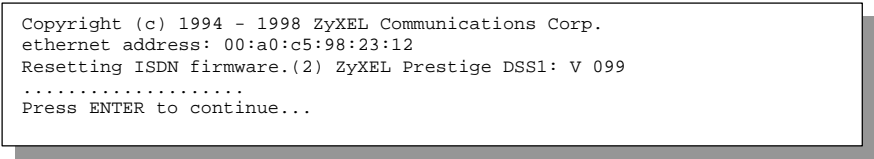
After the Prestige is properly set up, you can make future changes to the configuration through telnet connections.

2.4 Power On Your Prestige

At this point, you should have connected the console port, the ISDN BRI port, the Ethernet port and the power port to the appropriate devices or lines. You can now apply power to the Prestige by flipping the power switch to on (**I** is ON, **O** is OFF).

Step 1. *Initial Screen*

When you power on your Prestige, it performs several internal tests as well as line initialization. After the initialization, the Prestige asks you to press **Enter** to continue, as shown.



```
Copyright (c) 1994 - 1998 ZyXEL Communications Corp.
ethernet address: 00:a0:c5:98:23:12
Resetting ISDN firmware.(2) ZyXEL Prestige DSS1: V 099
.....
Press ENTER to continue...
```

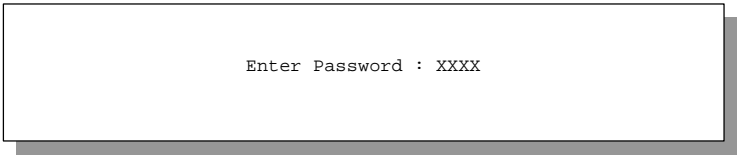
Figure 2-5 Power-On Display

Step 2. *Entering Password*

The login screen appears after you press Enter, prompting you to enter the password, as shown below.

For your first login, enter the default password **1234**. As you type the password, the screen displays a (X) for each character you type.

Please note that if there is no activity for longer than 5 minutes after you log in, your Prestige will automatically log you out and will display a blank screen. If you see a blank screen, press [Enter] to bring up the login screen again.



```
Enter Password : XXXX
```

Figure 2-6 Login Screen

2.5 Navigating the SMT Interface

The SMT (System Management Terminal) is the interface that you use to configure your Prestige.

Several operations that you should be familiar with before you attempt to modify the configuration are listed in the table below.

Table 2-3 Main Menu Commands

| Operation | Press/<read> | Description |
|----------------------------------|--|---|
| Move forward to another menu | [Enter] | To move forward to a sub-menu, type in the number of the desired sub-menu and press [Enter]. |
| Move backward to a previous menu | [Esc] | Press the [Esc] key to move back to the previous menu. |
| Move the cursor | [Enter] or [Up]/[Down] arrow keys | Within a menu, press [Enter] to move to the next field. You can also use the [Up]/[Down] arrow keys to move to the previous and the next field, respectively. |
| Enter information | Fill in, or Press the [Space bar] to toggle | You need to fill in two types of fields. The first requires you to type in the appropriate information. The second allows you to cycle through the available choices by pressing the [Space] bar. |
| Required fields | <?> | All fields with the symbol <?> must be filled in order be able to save the new configuration. |
| N/A fields | <N/A> | Some of the fields in the SMT will show a <N/A>. This symbol refers to an option that is Not Applicable. |
| Save your configuration | [Enter] | Save your configuration by pressing [Enter] at the message [Press ENTER to confirm or ESC to cancel]. Saving the data on the screen will take you, in most cases to the previous menu. |
| Exit the SMT | Type 99, then press [Enter]. | Type 99 at the Main Menu prompt and press [Enter] to exit the SMT interface. |

After you enter the password, the SMT displays the Main Menu, as shown below.

```
Copyright (c) 1999 ZyXEL Communications Corp.
Prestige 100 Main Menu

Getting Started
1. General Setup
2. ISDN Setup
3. Ethernet Setup
4. Internet Access Setup

Advanced Applications
11. Remote Node Setup
12. Static Routing Setup
13. Default Dial-in Setup
14. Dial-in User Setup
15. SUA Server Setup

Advanced Management
21. Filter Set Configuration
23. System Security
24. System Maintenance

99. Exit

Enter Menu Selection Number:
```

Figure 2-7 SMT Main Menu

2.5.1 System Management Terminal Interface Summary

Table 2-4 Main Menu Summary

| # | Menu Title | Description |
|----|--------------------------|--|
| 1 | General Setup | Use this menu to setup general information and to enable routing for specific protocols and bridging. |
| 2 | ISDN Setup | Use this menu to setup the ISDN. |
| 3 | Ethernet Setup | Use this menu to setup Ethernet. |
| 4 | Internet Access Setup | A quick and easy way to setup Internet connection. |
| 11 | Remote Node Setup | Use this menu to setup the Remote Node for LAN-to-LAN connection, including Internet connection. |
| 12 | Static Routing Setup | Use this menu to setup static route for different protocols. |
| 13 | Default Dial-in Setup | Use this menu to setup default dial-in parameters so that your Prestige can be used as a dial-in server. |
| 14 | Dial-in User Setup | Use this menu to setup dial-in users. |
| 15 | SUA Server Setup | Use this menu to specify inside servers when SUA is enabled. |
| 21 | Filter Set Configuration | Use this menu to setup filters to provide security, call control, etc. |

| | | |
|----|--------------------|--|
| 23 | System Security | Use this menu to setup security related parameters. |
| 24 | System Maintenance | This menu provides system status, diagnostics, software upload, etc. |
| 99 | Exit | To exit from SMT and return to the blank screen. |

2.6 Changing the System Password

The first thing your should do before anything else is to change the default system password by following the steps below.

Step 1. Enter 23 in the Main Menu to open **Menu 23 - System Password** as shown below.

When the Submenu 23 System Password appears, type in your existing system password, i.e., 1234, and press [Enter].

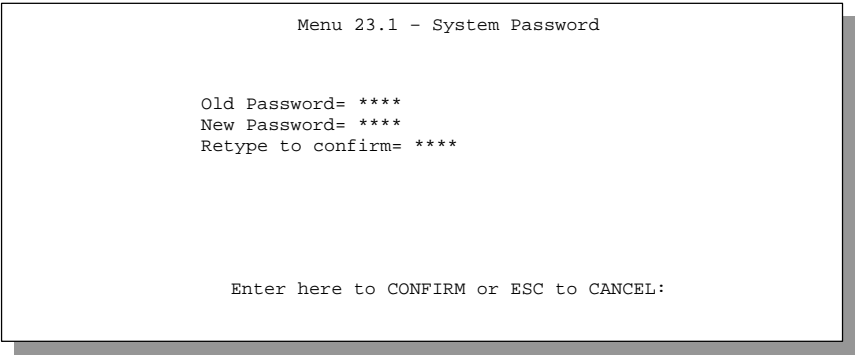


Figure 2-8 Menu 23.1 - System Password

Step 2. Enter your new system password (up to 30 characters), and press [Enter].

Step 3. Re-type your new system password for confirmation and press [Enter].

Note that as you type a password, the screen displays a (*) for each character you type.

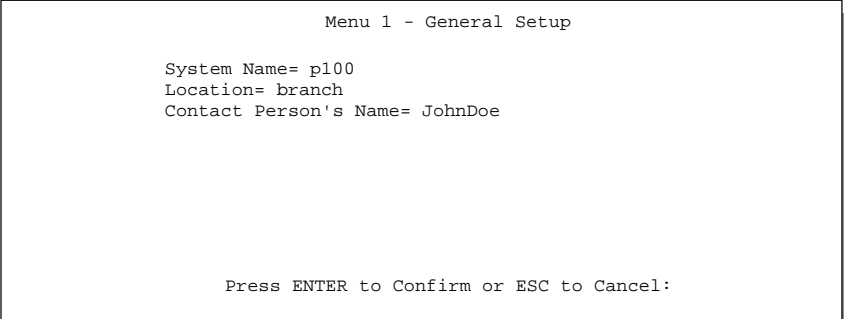
2.7 General Setup

Menu 1 - General Setup contains administrative and system-related information.

To enter Menu 1 and fill in the required information, follow these steps:

Step 1. Enter 1 in the Main Menu to open **Menu 1 – General Setup**.

Step 2. The Menu 1 - General Setup screen appears, as shown below. Fill in the required fields marked [?] as shown in the following table.



```
Menu 1 - General Setup

System Name= p100
Location= branch
Contact Person's Name= JohnDoe

Press ENTER to Confirm or ESC to Cancel:
```

Figure 2-9 Menu 1 – General Setup

Table 2-5 General Setup Menu Fields

| Field | Description | Example |
|----------------------------------|---|---------------|
| System Name | Choose a descriptive name for identification purposes. This name can be up to 30 alphanumeric characters long. Spaces are not allowed, but dashes "-" and underscores "_" are accepted. | 100 AND 100IH |
| Location (optional) | Enter the geographic location (up to 31 characters) of your Prestige. | MyHouse |
| Contact Person's Name (optional) | Enter the name (up to 30 characters) of the person in charge of this Prestige. | JohnDoe |

2.8 ISDN Setup Menus

Menu 2 is for you to enter the information about your ISDN line. Different telephone companies deploy different types of switches for ISDN service. Depending on the switch for your particular installation, you will have a different number of telephone numbers. If you are in North America, you may also have SPIDs (Service Profile Identifiers). The SPID is a number used by a switch for identification purposes. Make sure that you have correct and complete telephone numbers and SPIDs. You need to pass the ISDN setup before your system can make an outgoing call or answer an incoming call. The following table will help you decide the number of telephone numbers and SPIDs (if any) for your geographic location.

Table 2-6 SPIDs, Phone #'s, Switch Types

| Switch Type | Geography | No of Phone #'s | No of SPIDs |
|--------------------------|---------------|-----------------|-------------|
| AT&T 5ESS NI-1 | North America | 2 | 2 |
| AT&T 5ESS Point to Point | North America | 1 | 0 |
| AT&T 5ESS Multipoint | North America | 2 | 2 |
| Northern Telecom NI-1 | North America | 2 | 2 |
| Northern Telecom Custom | North America | 2 | 2 |
| DSS1 | Europe, Asia | 1+ | N/A |
| 1TR6 | Germany | 2 | N/A |

2.8.1 North American ISDN Setup Menus

Menu 2 for North American switches is displayed below.

```
Menu 2 - ISDN Setup

Switch Type: AT&T 5ESS NI-1

B Channel Usage= Switch/Switch

1st Phone #= ?
  SPID #= ?
  Incoming Analog Call= Phone 1

2nd Phone #=
  SPID #=
  Incoming Analog Call= Phone 2

Advanced Setup = No

Press ENTER to Confirm or ESC to Cancel:

Press Space Bar to Toggle.
```

Figure 2-10 North American ISDN Setup

Table 2-7 North American ISDN Menu Setup Fields

| | |
|-----------------------|--|
| Switch Type | If your switch type is not currently shown, press the space bar to change to the next switch; repeat until you see the correct switch type. The Prestige will not be able to place or to receive calls if the wrong switch type is specified. If you are not sure, contact your telephone company to confirm the exact switch type. |
| B Channel Usage | <p>In general, this will be Switch/Switch (the default). If you are only using one B channel (e.g., your Prestige is sharing the ISDN BRI line with another device), then select Switch/Unused. If you're second B channel is a leased line, select Switch/Leased. Press the [Space bar] to toggle through all the options. These options are</p> <div><div>◆ Switch/Switch</div><div>◆ Switch/Leased</div><div>◆ Leased/Switch</div><div>◆ Leased/Unused</div><div>◆ Unused/Leased</div><div>◆ Leased/Leased</div><div>◆ Switch/Unused</div></div> |
| Telephone Number(s) | Enter the telephone number(s) assigned to your ISDN line by your telephone company. Some switch types only have one telephone number. For North America, these phone numbers should be in a standard seven-digit format (for example, 5551212). Note that the Prestige only accepts digits; please do not include '-' and spaces in this field. This field should be no longer than 25 digits. |
| Incoming Analog Call. | This tells the Prestige how to route an incoming analog call. Set to Phone1 if you wish to route the incoming analog call for this telephone number to the PHONE port 1 (a.k.a., 'POTS' port in North America and 'A/B Adapter' in Europe). Set to Phone2 if you wish to route the incoming analog call for this telephone number to PHONE port 2. Set to DOVBS if you wish to receive incoming Data Over Voice Bearer Service call. Note that both phone ports will handle incoming analog calls as DOVBS in this case. |
| SPID Number(s). | Depending on your switch type, you may have zero, one or two SPIDs assigned to your line. For example, if your switch type is Northern Telecom Custom, you will have to enter two SPID numbers |
| Advanced Setup | Advanced Setup features are configured when you select Yes to enter 2.1 Advanced Setup menu. Refer to the Advanced Phone Services Chapter for detailed information. |

Supplementary Voice Services

To take full advantage of the Supplementary Voice Services available though the Prestige’s phone ports, you will need to subscribe to your phone company for them. The Supplementary Voice Services available on the Prestige series include:

- ◆ Call Waiting
- ◆ Three Way Calling (conference)
- ◆ Call Transfer
- ◆ Call Forwarding.

The Advanced Phone Services chapter in this manual describes these services in more detail. There may be an additional charge for each of these services, so just choose the services you need. The phone company representative will ask you for the Feature Keys (buttons) for any Voice Features that you have chosen to activate. The Default Feature Keys for the Prestige series are as follows:

Table 2-8 NI-1 Default Feature Key Settings

| Feature | Default Feature Key |
|----------------------------|---------------------|
| 3-Way Calling (Conference) | 60 |
| Call Transfer | 61 |
| Call Drop | 62 |
| Call Forwarding | 57 |

If your phone company can not support these default Feature Key settings, ask the phone company representative to provide you with settings which are within their support range, select **Yes** in the **Advanced Setup** field in menu 2 above and change the settings in Menu 2.1, the screen shown below.

| | |
|--------------------------------|--------|
| Menu 2.1 - ISDN Advanced Setup | |
| ISDN Features Access Code: | |
| Conference Call= | 60 |
| Call Transfer= | 61 |
| Call Drop= | 62 |
| Call Forwarding= | 57 |
| Phone 1 Call Waiting= | Enable |
| Phone 2 Call Waiting= | Enable |
| First Data Call= | None |

Figure 2-11 Menu 2.1 ISDN Advanced Setup

Table 2-9 Menu 2.1 fields

| | |
|-----------------|---|
| Call Waiting | Enable allows you to place a call on hold while you answer another incoming call on the same telephone (directory) number. |
| First Data Call | Preference of the ISDN setup message for the first data call. None 1 st phone number, no B-channel preference. 1st 1 st phone number, B1 channel preference 2nd 2 nd phone number, B2 channel preference |

2.8.2 European (DSS1) & German (1TR6) ISDN Setup Menus

Switch Type

The only switch types supported in Europe are DSS-1 and 1TR6 (Germany only).

MSN and Subaddress

Depending on your location, you may have Multiple Subscriber Number (MSN) where the telephone company gives you more than one number for your ISDN line. You can assign each number to a different port, e.g., the first number to data calls, the second to A/B adapter 1 and so on. Or (DSS1) the telephone company may give you only one number, but allow you to assign your own subaddresses to different ports, e.g., subaddress 1 to data calls and 2 to A/B adapter 1.

Incoming Call Routing

The **Incoming Phone Number Matching** setting governs how incoming calls are routed. If you select **Multiple Subscriber Number (MSN)** or **Called Party Subaddress**, a call (either ISDN data or analog) is routed to the port that matches the dialed number; if no match is found, the call is dropped. This option is available as **Endgeraete Auswahl Ziffer (EAZ)** for the 1TR6 switch type.

If you select **Don't Care**, then all data calls are routed to the Prestige itself. Analog calls, however, are routed to either A/B adapter 1 or 2, or simply ignored, depending on the **Analog Call Routing** field.

Global Calls

A global call is an incoming analog call where the switch did not send the dialed number. This happens most often when the call originates from an analog telephone line.

If you specify explicit matching, i.e., **Incoming Phone Number Matching** is either MSN or Called Party Subaddress, then global calls are always ignored. If it is **Don't Care** and **Analog Call Routing** is either A/B Adapter 1 or 2, then the Prestige uses **Global Analog Call** to decide how to handle global calls. If you set **Global Analog Call** to **Accept**, then global calls are routed to the port according to the **Analog Call Routing** setting; if you set **Global Analog Call** to **Ignore**, then the Prestige ignores all global calls. If **Analog Call Routing** is **Ignore** to begin with, then all analog calls, including global calls, are ignored.

PABX Outside Line Prefix

A PABX (Private Automatic Branch eXchange) generally requires you to dial a number (a single digit in most cases) when you need an outside line. If your Prestige is connected to a PABX, enter this number in **PABX Outside Line Prefix**, otherwise, leave it blank.

Please note that the PABX prefix is for calls initiated by the Prestige only. If you place a call from a device on either A/B adapter, you must dial the prefix by hand.

Outgoing Calling Party Number

If this field is not blank, the Prestige will use its value as the *calling party number* for "ISDN Data", "A/B Adapter 1" and "A/B Adapter 2" outgoing calls. Otherwise, the individual entries for "ISDNData", "A/B Adapter 1" and "A/B Adapter 2" will be used as the calling party number. You only need to fill in this field if your switch or PABX requires a specific calling party number for outgoing calls, otherwise, leave it blank. If you need to override the individual calling party number, enter Command Interpreter mode and issue the command:

```
isdn initstring set AT&ZOx=number
```

where x is 'T' for ISDN data calls, 'A' for A/B Adapter 1 and 'B' for A/B Adapter 2. For instance,

```
isdn initstring set AT&ZOI=100&ZOA=101&ZOB=102
```

sets the calling party number to 100 for ISDN data calls, 101 for A/B adapter 1 and 102 for A/B adapter 2.

```

Menu 2 - ISDN Setup

Switch Type: DSS-1(Taiwan)
B Channel Usage= Switch/Switch

ISDN Data      =                               Subaddress=
A/B Adapter 1 =                               Subaddress=
A/B Adapter 2 =                               Subaddress=
A/B Adapter 2 Accepts Modem Call= Disable

PABX Outside Line Prefix =
Outgoing Calling party Number =
Incoming Phone Number Matching= Multiple Subscriber Number (MSN)
Analog Call Routing= N/A
Global Analog Call= N/A
Edit Advanced Setup = No

Press ENTER to Confirm or ESC to Cancel:

```

Figure 2-12 Menu 2 – ISDN Setup for DSS1

Menu 2 - ISDN Setup

Switch Type: 1TR6

B Channel Usage= Switch/Switch

ISDN Data =

A/B Adapter 1 =

A/B Adapter 2 =

PABX Outside Line Prefix =

Outgoing Calling party Number =

Incoming Phone Number Matching= Endgeraete Auswahl Ziffer (EAZ)

Analog Call Routing= N/A

Press ENTER to Confirm or ESC to Cancel:

Press Space Bar to Toggle.

Figure 2-13 Menu 2 – ISDN Setup for 1TR6

Table 2-10 Menu 2 – ISDN Setup

| | |
|-------------------------------|--|
| Switch Type | This field is fixed as DSS1or 1TR6. |
| B Channel Usage | <div>In general, this is Switch/Switch. If you are only using one B channel (e.g., your Prestige is sharing the ISDN BRI line with another device on the S/T bus), then select Switch/Unused. The default is Switch/Switch. The options for this field are:</div> <div>◆ Switch/Switch ◆ Leased/Unused ◆ Switch/Unused</div> <div>◆ Switch/Lease ◆ Unused/Leased</div> <div>◆ Leased/Switch ◆ Leased/Leased</div> |
| ISDN Data & Subaddress | Enter the telephone number and the subaddress (DSS1 only) assigned to ISDN data calls for the Prestige. The maximum number of digits is 25 for the telephone number and 5 for the subaddress. |
| A/B Adapter 1 & Subaddress | Enter the telephone number and the subaddress assigned to A/B Adapter 1 (PHONE1). |
| A/B Adapter 2 & Subaddress | Same as above for A/B Adapter 2 (PHONE2). |
| PABX Outside Line Prefix | Enter the number for outside line access if the Prestige is connected to a PABX; otherwise, leave it blank. The maximum number of digits is 4. |
| Outgoing Calling Party Number | You only need to fill in this field if your switch requires a specific Outgoing Calling Party Number ; otherwise, leave it blank. |

| | |
|--------------------------------|--|
| Incoming Phone Number Matching | Determines how incoming calls are routed. The choices for this field are Multiple Subscriber Number (MSN) , Called Party Subaddress and Don't Care . Select Endgeraete Auswahl Ziffer (EAZ) or Don't Care for the 1TR6 switch type. |
| Analog Call Routing | Select the destination for analog calls. The choices are A/B Adapter 1 , A/B Adapter 2 and Ignore . This field is only applicable when Incoming Phone Number Matching is Don't Care . |
| Global Analog Call | Select how to handle global analog calls. The choices are Accept and Ignore . This field is not applicable when the Analog Call Routing is Ignore . |
| Edit Advanced Setup | Select Yes and press Enter to go to the advanced setup submenu (DSS1 only). |

Advanced Setup

Select **Yes** in the **Advanced Setup** field of **Menu 2 – ISDN Setup for DSS1** above to display menu 2.1 below. The 1TR6 switch does not have this submenu.

ISDN Call Waiting

This allows you to place a call on hold while you answer another incoming call on the same telephone (directory) number. By default call waiting is enabled on both telephone ports (except for France), but can be disabled on either port from **Menu 2.1**

How to use call waiting

The **Call Waiting** feature on your ISDN line works in exactly the same way as it does on a regular analog line. After hearing a call waiting indicator tone, press and immediately release the flash button on your telephone. This puts your current call on hold and answers the incoming call.

Calling Line Indication

The **Calling Line Indication**, or Caller ID, governs whether the other party can see your number when you call. If set to **Enable**, the Prestige sends the caller ID and the party you call can see your number; if it is set to **Disable**, the caller ID is blocked.

```
Menu 2.1 - ISDN Advanced Setup

Phone 1 Call Waiting= Enable
Phone 2 Call Waiting= Enable
Calling Line Indication= Enable
```

Figure 2-14 ISDN Advanced Setup

When you are finished, press **ENTER** at the message: 'Press ENTER to confirm', the Prestige uses the information that you entered to initialize the ISDN line. It should be noted that whenever the switch type is changed, the ISDN initialization takes slightly longer.

At this point, the Prestige asks if you wish to test your ISDN. If you select **Yes**, the Prestige will perform a loop-back test to check the ISDN line. If the loop-back test fails, please note the error message that you receive and take the appropriate troubleshooting action.

```
Setup LoopBack Test...
Dialing to 40000// ...
Sending and Receiving Data ...
Disconnecting...
```

Figure 2-15 Loopback test

2.9 Ethernet Setup

This section describes how to configure the Ethernet using Menu 3 – Ethernet Setup. From the Main Menu, enter 3 to open Menu 3.

```
Menu 3 - Ethernet Setup

1. General Setup
2. TCP/IP and DHCP Setup

Enter Menu Selection Number:
```

Figure 2-16 Menu 3 - Ethernet Setup

2.9.1 General Ethernet Setup

This menu allows you to select your **Ethernet interface**, either **10BaseT** or **AUI** for the Prestige 100 (only **10BaseT** for the Prestige 100IH, so this field does not appear) and specify the filter sets that you wish to apply to the Ethernet traffic. You seldom need to filter Ethernet traffic, however, the filter sets may be useful to block certain packets, reduce traffic and prevent security breaches.

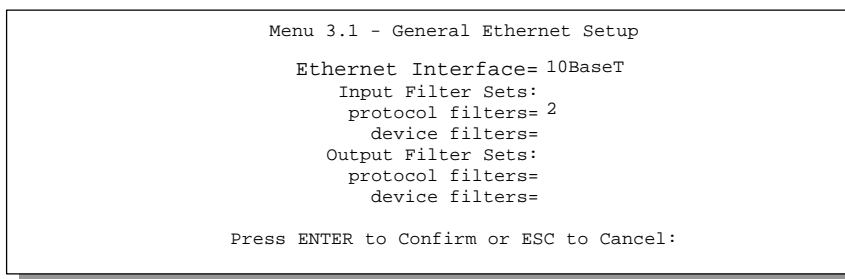


Figure 2-17 Menu 3.1 - General Ethernet Setup

If you need to define filters, please read *Chapter 8- Filter Set Configuration*, then return to this menu to define the filter sets.

2.10 Protocol Dependent Ethernet Setup

For TCP/IP Ethernet setup refer to *Chapter 3 - Internet Access Application*.

Chapter 3

Internet Access

This chapter shows you how to configure the LAN as well as the WAN of your Prestige for Internet access.

3.1 Factory Ethernet Defaults

The Ethernet parameters of the Prestige are preset in the factory with the following values:

1. IP address of 192.168.1.1 with subnet mask of 255.255.255.0 (24 bits).
2. DHCP server enabled with 32 client IP addresses starting from 192.168.1.33.

These parameters should work for the majority of installations. If the parameters are satisfactory, you can skip to section 3.3 **TCP/IP Ethernet Setup and DHCP** to enter the DNS server address(es) if your ISP gives you explicit DNS server address(es). If you wish to change the factory defaults or to learn more about TCP/IP, please read on.

3.2 TCP/IP Parameters

3.2.1 IP Address and Subnet Mask

Similar to the houses on a street that share a common street name, the machines on a LAN share one common network number, also.

Where you obtain your network number depends on your particular situation. If the ISP or your network administrator assigns you a block of registered IP addresses, follow their instructions in selecting the IP addresses and the subnet mask.

If the ISP did not explicitly give you an IP network number, then most likely you have a single user account and the ISP will assign you a dynamic IP address when the connection is established. If this is the case, it is recommended that you select a network number from 192.168.0.0 to 192.168.255.0 (ignoring the trailing zero) and you must enable the Single User Account feature of the Prestige. The Internet Assigned Number Authority (IANA) reserved this block of addresses specifically for private use; please do *not* use any other number unless you

are told otherwise. Let's say you select 192.168.1.0 as the network number; which covers 254 individual addresses, from 192.168.1.1 to 192.168.1.254 (zero and 255 are reserved). In other words, the first 3 numbers specify the network number while the last number identifies an individual workstation on that network.

Once you have decided on the network number, pick an IP address that is easy to remember, e.g., 192.168.1.1, for your Prestige.

The subnet mask specifies the network number portion of an IP address. Your Prestige will compute the subnet mask automatically based on the IP address that you entered. You don't need to change the subnet mask computed by the Prestige unless you are instructed to do otherwise.

3.2.2 RIP Setup

RIP (Routing Information Protocol) allows a router to exchange routing information with other routers. The **RIP Direction** field controls the sending and receiving of RIP packets. When set to both, the Prestige will broadcast its routing table periodically and incorporate the RIP information that it receives; when set to none, it will not send any RIP packets and will ignore any RIP packets received.

The **Version** field controls the format and the broadcasting method of the RIP packets that the Prestige sends (it recognizes both formats when receiving). **RIP-1** is universally supported; but RIP-2 carries more information. RIP-1 is probably adequate for most networks, unless you have a unusual network topology.

Both **RIP-2B** and **RIP-2M** sends the routing data in RIP-2 format; the difference being that **RIP-2B** uses subnet broadcasting while **RIP-2M** uses multicasting. Multicasting can reduce the load on non-router machines since they generally do not listen to the RIP multicast address and so will not receive the RIP packets. However, if one router uses multicasting, then all routers on your network must use multicasting, also.

By default, **RIP direction** is set to **Both** and the **Version** set to **RIP-1**.

3.2.3 DHCP Configuration

DHCP (Dynamic Host Configuration Protocol) allows the individual clients (workstations) to obtain the TCP/IP configuration at start-up from a centralized DHCP server. The Prestige has built-in DHCP server capability, enabled by default, which means it can assign IP addresses, an IP default gateway and DNS servers to Windows 95, Windows NT and other systems that support the DHCP client.

IP Pool Setup

The Prestige is pre-configured with a pool of 32 IP addresses starting from 192.168.1.33 to 192.168.1.64 for the client machines. This leaves 31 IP addresses, 192.168.1.2 to 192.168.1.32 (excluding the Prestige itself which has a default IP of 192.168.1.1) for other server machines, e.g., server for mail, FTP, telnet, web, etc., that you may have.

DNS Server Address

DNS (Domain Name System) is for mapping a domain name to its corresponding IP address and vice versa, e.g., the IP address of *www.zyxel.com* is 204.217.0.2. The DNS server is extremely important because without it, you must know the IP address of a machine before you can access it. The DNS server addresses that you enter in the DHCP setup are passed to the client machines along with the assigned IP address and subnet mask.

There are two ways that an ISP disseminates the DNS server addresses. The first is for an ISP to tell a customer the DNS server addresses, usually in the form of an information sheet, when you sign up. If your ISP does give you the DNS server addresses, enter them in the **DNS Server** fields in **DHCP Setup**.

Some ISP's choose to pass the DNS servers using the DNS server extensions of PPP IPCP (IP Control Protocol) after the connection is up. If your ISP did not give you explicit DNS servers, chances are the DNS servers are conveyed through IPCP negotiation. The Prestige supports the IPCP DNS server extensions through the DNS proxy feature.

If the **Primary** and **Secondary DNS Server** fields in **DHCP Setup** are not specified, i.e., left as 0.0.0.0, the Prestige tells the DHCP clients that it itself is the DNS server. When a workstation sends a DNS query to the Prestige, the Prestige forwards the query to the real DNS server learned through IPCP and relays the response back to the workstation.

Please note that DNS proxy works only when the ISP uses the IPCP DNS server extensions. It does not mean you can leave the DNS servers out of the DHCP setup under all circumstances. If your ISP gives you explicit DNS servers, make sure that you enter their IP addresses in the **DHCP Setup** menu. This way, the Prestige can pass the DNS servers to the workstations and the workstations can query the DNS server directly without the Prestige's intervention.

3.3 TCP/IP Ethernet Setup and DHCP

You will now use Menu 3.2 to configure your Prestige for TCP/IP.

To edit Menu 3.2, select the menu option **Ethernet Setup** in the Main Menu. When Menu 3 appears, select the submenu option **TCP/IP and DHCP Setup** and press [Enter]. The screen now displays Menu 3.2 - TCP/IP and DHCP Ethernet Setup, as shown below.

```
Menu 3.2 - TCP/IP and DHCP Ethernet Setup

DHCP Setup:
  DHCP= Server
  Client IP Pool Starting Address= 192.168.1.33
  Size of Client IP Pool= 32
  Primary DNS Server= 0.0.0.0
  Secondary DNS Server= 0.0.0.0

TCP/IP Setup:
  IP Address= 192.68.1.1
  IP Subnet Mask= 255.255.255.0
  RIP Direction= Both
  Version= RIP-1

Enter here to CONFIRM or ESC to CANCEL:
Press Space Bar to Toggle.
```

Figure 3-1 Menu 3.2 – TCP/IP and DHCP Ethernet Setup

Follow the instructions in the following table on how to configure the DHCP fields.

Table 3-1 DHCP Ethernet Setup Menu Fields

| Field | Description | Example |
|---------------------------------|--|----------------------------------|
| DHCP Setup | | |
| DHCP= | This field enables/disabled the DHCP server. If it is set to Server , your Prestige will act as a DHCP server. If set to None , DHCP server will be disabled. When DHCP is used, the following four items need to be set: | None Server (default) |
| Client IP Pool Starting Address | This field specifies the first of the contiguous addresses in the IP address pool. | 192.168.1.33 |
| Size of Client IP Pool | This field specifies the size, or count, of the IP address pool. | 32 |
| Primary DNS Server | Enter the IP addresses of the DNS servers. The DNS servers are passed to the DHCP clients along with the IP address and the subnet mask. | |
| Secondary DNS Server | | |

Follow the instructions in the following table to configure TCP/IP parameters for the Ethernet port.

Table 3-2 TCP/IP Ethernet Setup Menu Fields






| Field | Description | Example |
|--|--|---------------------------|
| TCP/IP Setup | | |
| IP Address | Enter the IP address of your Prestige in dotted decimal notation | 192.168.1.1 (default) |
| IP Subnet Mask | Your Prestige will automatically calculate the subnet mask based on the IP address that you assign. Unless you are implementing subnetting, use the subnet mask computed by the Prestige | 255.255.255.0 |
| RIP Direction | Press the space bar to select the RIP direction from Both/In Only/Out Only . | Both (default) |
| Version | Press the space bar to select the RIP version from RIP-1/RIP-2B/RIP-2M . | RIP-1 (default) |
| When you have completed this menu, press [Enter] at the prompt [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel. | | |

3.4 Internet Access Configuration

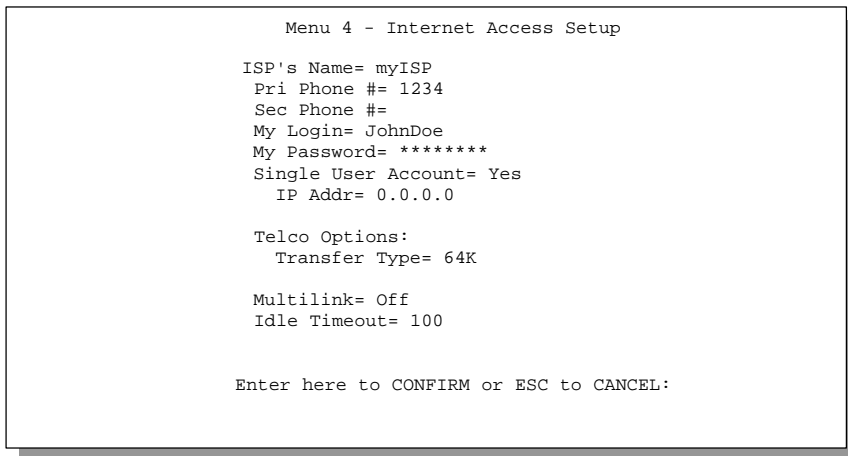
Menu 4 allows you to enter the Internet Access information in one screen. Menu 4 is actually a simplified setup for one of the remote nodes that you can access in Menu 11. Before you configure your Prestige for Internet access, you need to collect your Internet account information from your ISP.

Use the table below to record your Internet Account Information.

Table 3-3 Internet Account Information

| Internet Account Information | Write your account information here |
|---|---|
| IP Address of the ISP's Gateway (Optional) |  |
| Telephone Number(s) of your ISP |  |
| Login Name |  |
| Password for ISP authentication |  |
| DNS server address(es) for your workstation |  |

From the Main Menu, enter option **Internet Access Setup** to go to Menu 4 - Internet Access Setup, as displayed below. The following table contains instructions on how to configure your Prestige for Internet access.



```
Menu 4 - Internet Access Setup

ISP's Name= myISP
Pri Phone #= 1234
Sec Phone #=
My Login= JohnDoe
My Password= *****
Single User Account= Yes
  IP Addr= 0.0.0.0

Telco Options:
  Transfer Type= 64K

Multilink= Off
Idle Timeout= 100

Enter here to CONFIRM or ESC to CANCEL:
```

Figure 3-2 Menu 4 – Internet Access Setup

Table 3-4 Internet Access Setup Menu Fields

| Field | Description |
|--------------------------------|--|
| ISP's Name | Enter the name of your Internet Service Provider, e.g., myISP. This information is for identification purposes only. |
| ISP IP Addr | Enter the IP Address of the remote gateway at the ISP's site. If you don't have this data, just leave it blank. |
| Pri Phone and Sec Phone Number | Both the Primary and the Secondary Phone number refer to the number that the Prestige dials to connect to the ISP. |
| My Login Name | Enter the login name given to you by your ISP. |
| My Password | Enter the password associated with the login name above. |
| Single User Account | Please see the following section for a more detailed discussion on the Single User Account feature. The default is Yes . |
| Telco options: Transfer Type | This field specifies the type of connection between the Prestige and this remote node. Select 64K , or Leased . |
| Multilink | The Prestige uses the PPP Multilink Protocol (PPP/MP) to bundle multiple links in a single connection to boost the effective throughput between two nodes. This option is only available if the transfer type is 64K . See menu 11.2 for more details. |
| Idle Timeout | This value specifies the number of idle seconds that elapses before the remote node is automatically disconnected. Idle seconds is the period of time when no data is transmitted from your Prestige. Administrative packets such as RIP are not counted as data. The default is 100 seconds. <u><i>This option only applies when the Prestige initiates the call.</i></u> |

At this point, the SMT will ask if you wish to test the Internet connection. If you select **Yes**, your Prestige will call the ISP to test the Internet connection. If the test fails, note the error message that you receive on the screen and take the appropriate troubleshooting steps.

3.5 Single User Account

Typically, if there are multiple users on the LAN wanting to concurrently access the Internet, you will have to lease a block of legal, or globally unique, IP addresses from the ISP.

The Single User Account (SUA) feature allows you to have the same benefits as having multiple legal addresses, but only pay for one IP address, thus saving significantly on the subscription fees. (Check with your ISP before you enable this feature).

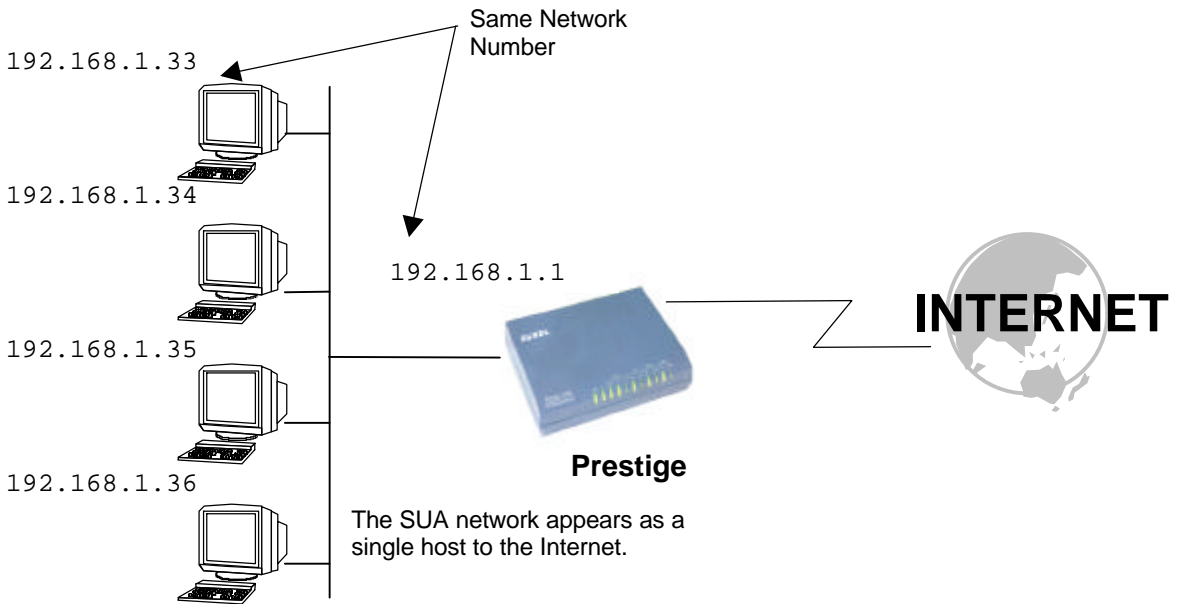


Figure 3-3 Single User Account Topology

The Single User Account feature may also be used on connections to remote networks other than the ISP. For example, this feature can be used to simplify the allocation of IP addresses when connecting branch offices to the corporate network.

The IP address for the SUA can be either fixed or dynamically assigned when a call is connected. In addition, you can designate servers, e.g., a web server and a telnet server, on your local network and make them accessible to the outside world.

If you do not define any server, SUA offers the additional benefit of firewall protection. If no server is defined, all incoming inquiries will be filtered out by your Prestige and thus preventing intruders from probing your network.

Your Prestige accomplishes this address sharing by translating the internal LAN IP addresses to a single address that is globally unique on the Internet. For more information on IP address translation, refer to RFC 1631, *The IP Network Address Translator (NAT)*.

3.5.1 Advantages of SUA

In summary:

- SUA is a cost-effective solution for small offices with less than 20 hosts to access the Internet or other remote TCP/IP networks.
- SUA supports servers to be accessible to the outside world.
- SUA can provide firewall protection if you do not specify a server. All incoming inquiries will be filtered out by your Prestige.
- UDP and TCP packets can be routed. In addition, partial ICMP, including echo and trace route, is supported.

3.5.2 Single User Account Configuration

The steps for configuring your Prestige for Single User Account are identical to the conventional Internet access with the exception that you need to fill in two extra fields in Menu 4 - Internet Access Setup, as shown below.

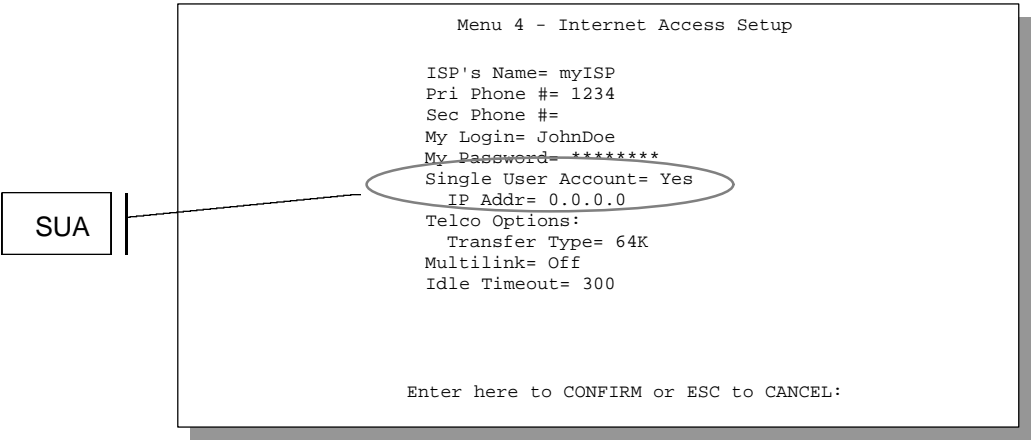


Figure 3-4 Menu 4 – Internet Access Setup for Single User Account

To enable the SUA feature in Menu 4, move the cursor to the **Single User Account** field and select **Yes** (or **No** to disable SUA). Then follow the instructions on how to configure the SUA fields.

Table 3-5 Single User Account Menu Fields

| Field | Description |
|---|---|
| Single User Account | Select Yes to enable SUA. |
| IP Addr. | If your ISP did <i>not</i> assign you a static IP address, enter [0.0.0.0] here; otherwise, enter that IP address here. |
| Press [Enter] at the message [Press ENTER to Confirm ...] to save your configuration, or press [Esc] at any time to cancel. | |

At this point, your Prestige will ask if you wish to test the Internet connection. If you select **Yes**, the Prestige will call the ISP and test the configuration. If the test fails, note the error messages on the screen and take the appropriate troubleshooting steps.

3.6 Configuring Backup ISP Accounts

If you have more than one ISP account, you can configure the secondary ISP as a backup. You can switch to the backup ISP in the event that the primary ISP is out of service. The SUA feature can be enabled for all these accounts.

3.6.1 Configure a Backup ISP

To configure a backup ISP Account, follow these steps:

- Step 1.** Configure your primary ISP using Menu 4, as described earlier in this chapter.
- Step 2.** Enter Menu 11, then select an unused remote node.
- Step 3.** In Menu 11.1, choose a name for your backup ISP account, then set the Active field to No, and enter your outgoing login name, password, and phone number(s). The Remote IP Address field should be set to **1.1.1.1**.
- Step 4.** In Menu 11.3, set the remote node's subnet mask to **0.0.0.0**, and set RIP to **None**.
- Step 5.** Save the new configuration.

Please note that the remote IP address of **1.1.1.1** is only a placeholder to avoid conflicting with that of the primary ISP, which is implicitly set at **0.0.0.0**. When the backup ISP is activated, the remote IP address of **1.1.1.1** combined with the subnet mask of **0.0.0.0** creates a default route that is equivalent to the one derived from the primary ISP.

3.6.2 To Switch ISP

Follow these steps when you need to switch from your primary ISP to a backup ISP:

- Step 1.** Enter Menu 11 and select your Primary ISP.
- Step 2.** In Menu 11.1, set the **Active** field to **No**.
- Step 3.** Enter Menu 11 again and select your Backup ISP.
- Step 4.** In Menu 11.1, set the **Active** field to **Yes**.

You will now be able to access the Internet through the backup ISP Remote Node.

Chapter 4

Remote Node Configuration

A remote node is required for placing calls to a remote gateway. A remote node represents both the remote gateway and the network behind it across a WAN connection. Note that when you use Menu 4 to set up Internet access, you are actually configuring one of the remote nodes. Once a remote node is configured correctly, traffic to the remote network will trigger your Prestige to make a call automatically, i.e., Dial On Demand.

In this chapter, we will discuss the parameters that are protocol independent. The protocol-dependent configuration (TCP/IP) will be covered in *Chapter 5*.

4.1 Remote Node Setup

This section describes the protocol-independent parameters for a remote node.

4.1.1 Remote Node Profile

To configure a remote node, follow these steps:

Step 1. From the Main Menu, select menu option **1. Remote Node Setup**

Step 2. When Menu 11 appears, as shown below, enter the number of the remote node that you wish to configure.

```

Menu 11 - Remote Node Setup

Menu 11 - Remote Node Setup

1. nodename
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Enter Node # to Edit:
    
```

Figure 4-1 Menu 11 – Remote Node Setup

When Submenu 11.1 - Remote Node Profile appears, fill in the fields as described in the table below to define this remote profile. The Remote Node Profile Menu Fields table shows how to configure the Remote Node Menu.

```

Menu 11.1 - Remote Node Profile

Rem Node Name= nodename      Edit PPP Options= No
Active= Yes                  Rem IP Addr= 0.0.0.0
                              Edit IP= No

Call Direction= Outgoing

Incoming:                    Telco Option:
  Rem Login= N/A              Allocated Budget(min)= 0
  Rem Password= N/A           Period(hr)= 0
  Rem CLID= N/A               Transfer Type= 64K
  Call Back= N/A              Nailed-Up Connection= No

Outgoing:                    Session Options:
  My Login= ChangeMe          Edit Filter Sets= No
  My Password= *****       Idle Timeout(sec)= 300
  Authen= CHAP/PAP
  Pri Phone #= 1234
  Sec Phone #=

Enter here to CONFIRM or ESC to CANCEL:
    
```

Figure 4-2 Menu 11.1 Remote Node Profile

Table 4-1 Remote Node Profile Menu Fields

| Field | Description | Options |
|-------------------------------|---|---|
| Rem Node Name | <p>This is a required field [?]. Enter a descriptive name for the remote node, for example, Corp.</p> <p>This field can be up to eight characters. This name must be unique from any other remote node name or remote dial-in user name.</p> | |
| Active | Press the space bar to toggle between Yes and No . Inactive nodes are displayed with a minus sign (-) at the beginning of the name in Menu 11. | Press space bar to toggle Yes/No |
| Call Direction | <ul style="list-style-type: none"> ● If this parameter is set to Both, your Prestige can both place and receive calls to/from this remote node. ● If set to Incoming, your Prestige will not place a call to this remote node. ● If set to Outgoing, your Prestige will drop any incoming calls from this remote node. <p>Several other fields in this menu depend on this parameter. For example, in order to enable Callback, the Call Direction must be Both.</p> | Both Incoming Outgoing |
| Incoming: Rem Node Login Name | <p>Enter the login name that this remote node will use when it calls your Prestige.</p> <p>The login name in this field combined with the Rem Node Password will be used to authenticate this node.</p> | |
| Incoming: Rem Node Password | Enter the password used when this remote node calls your Prestige. | |
| Incoming: Rem CLID | <p>This field is applicable only if Call Direction is either Both or Incoming. Otherwise, a N/A appears in the field.</p> <p>This is the Calling Line ID (the telephone number of the calling party) of this remote node.</p> <p>If you enable the CLID Authen field in Menu 13 – Default Dial In, your Prestige will check the CLID in the incoming call against the CLIDs in the database. If no match is found and CLID Authen is Required, the call will be dropped.</p> | |

| | | |
|---|---|---|
| Incoming: Callback | <p>This field is applicable only if Call Direction is Both. Otherwise, a N/A appears in the field.</p> <p>This field determines whether or not your Prestige will call back after receiving a call from this remote node.</p> <p>If this option is enabled, your Prestige will disconnect the initial call from this node and call it back at the Outgoing Primary Phone Number (see below).</p> | Enable Disable |
| Outgoing: My Login Name | This is a required field [?] if Call Direction is either Both or Outgoing . Enter the login name for your Prestige when it calls this remote node. | |
| Outgoing: My Password | This is a required field [?] if Call Direction is either Both or Outgoing . Enter the password for your Prestige when it calls this remote node. | |
| Outgoing: Authen | <p>This field sets the authentication protocol used for outgoing calls.</p> <p>Options for this field are:</p> <ul style="list-style-type: none"> ● CHAP/PAP - Your Prestige will accept either CHAP or PAP when requested by this remote node. ● CHAP - accept CHAP only. ● PAP - accept PAP only. | CHAP/PAP CHAP PAP |
| Outgoing: Pri(mary) Sec(ondary) Phone Numbers | <p>Your Prestige always calls this remote node using the Primary Phone number first for a dial-up line.</p> <p>If the Primary Phone number is busy or does not answer, your Prestige will dial the Secondary Phone number if available.</p> <p>Some areas require dialing the pound sign # before the phone number for local calls. A # symbol may be included at the beginning of the phone numbers as required.</p> | |
| Edit PPP Options | To edit the PPP options for this remote node, move the cursor to this field, use the space bar to select Yes and press [Enter]. This will bring you to Menu 11.2 - Remote Node PPP Options. For more information on configuring PPP options, see the section <i>Editing PPP Options</i> . | Press space bar to toggle Yes then press [Enter] |
| Rem IP Addr | This is a required field [?] if Route is set to IP . Enter the IP address of the remote gateway. | |

| | | |
|---|---|---|
| <p>Telco Options:</p> <p>Allocated Budget (min)</p> <p>Period (hr)</p> | <p>This field sets a ceiling for outgoing call time for this remote node. The default for this field is 0 for no budget control.</p> <p>This field sets the time interval to reset the above outgoing call budget control.</p> | <p>Default = 0</p> |
| <p>Transfer Type</p> <p>Nailed-up Connection</p> | <p>This field specifies the type of connection between the Prestige and this remote node. When set to Leased, the Allocated Budget and Period do not apply.</p> <p>This field specifies if you want to make the connection to this remote node a nailed-up connection. See below for more details.</p> | <p>64k/Leased</p> <p>Yes/No</p> |
| <p>Session Option:</p> <p>Edit Filter Sets</p> | <p>Use the space bar to toggle this field to Yes and press [Enter] to open Menu 11.5 to edit the filter sets. See the Remote Node Filter section for more details.</p> | <p>Default= No</p> |
| <p>Session Option:</p> <p>Idle Timeout (sec)</p> | <p>This value specifies the number of idle seconds that elapses before the remote node is automatically disconnected. Idle seconds is the period of time when no data is transmitted from your Prestige. Administrative packets such as RIP are not counted as data. The default is 300 seconds (5 minutes). <i><u>This option only applies when the Prestige initiates the call.</u></i></p> | <p>Default=300 secs for an unconfigured remote node. 0 secs means the remote node will never be automatically disconnected.</p> |
| <p>Once you have completed filling in Menu 11.1.1 – Remote Node Profile, press [Enter] at the message [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel.</p> | | |

4.1.2 Outgoing Authentication Protocol

Generally speaking, you should employ the strongest authentication protocol possible, for obvious reasons. However, some vendor's implementation includes specific authentication protocol in the user profile. It will disconnect if the negotiated protocol is different from that in the user profile, even when the negotiated protocol is stronger than specified. If you encounter the case where the peer disconnects right after a successful authentication, please make sure that you specify the correct authentication protocol when connecting to such an implementation.

4.1.3 PPP Multilink

The Prestige uses the PPP Multilink Protocol (PPP/MP) to bundle multiple links in a single connection to boost the effective throughput between two nodes.

Due to the fragmentation/reconstruction overhead associated with MP, you may not get a linear increase in throughput when a link is added.

The number of links in an MP bundle can be statically configured, or dynamically determined at runtime, as explained in the following section.

4.1.4 Bandwidth on Demand

The Bandwidth on Demand (BOD) feature adds or subtracts links dynamically according to traffic demand. After the initial call, the Prestige uses BAP (Bandwidth Allocation Protocol) to ask the peer for additional telephone number if BACP (Bandwidth Allocation Control Protocol) is negotiated. Otherwise, the Prestige uses the statically configured (primary and secondary) telephone numbers of the remote node.

The configuration of bandwidth on demand focuses on the Base Transmission Rate (BTR) and the Maximum Transmission Rate (MTR). The relationship between BTR and MTR are shown below:

Table 4-2 BTR v MTR for BOD

| BTR & MTR Setting | No. of channel(s) used | Max No. of channel(s) used | Bandwidth on demand |
|----------------------|------------------------|----------------------------|---------------------|
| BTR = 64, MTR = 64 | 1 | 1 | Off |
| BTR = 64, MTR = 128 | 1 | 2 | On |
| BTR = 128, MTR = 128 | 2 | 2 | Off |

When bandwidth on demand is enabled, a second channel will be brought up if traffic on the initial channel is higher than the high **Target Utility** number for longer than the specified **Add Persist** value. Similarly, the second channel will be dropped if the traffic level falls below the low **Target Utility** number for longer than the **Subtract Persist** value.

The **Target Utility** specifies the line utilization range at which you want the Prestige to add or subtract bandwidth. The range is 30 to 64 Kbps (kilobits per second). The parameters are separated by a '-'. For example, '30-60' means the add threshold is 30 Kbps and subtract threshold is 60 Kbps. The Prestige performs bandwidth on demand only if it initiates the call.

Addition and subtraction are based on the value set in the **BOD Calculation** field. If this field is set to **Transmit or Receive**, then traffic in either direction will be included to determine if a link should be added or dropped. **Transmit** will only use outgoing traffic to make this determination and **Receive** will only use incoming traffic to make this determination.

If, after making the call to bring up a second channel, the second channel does not succeed in joining the Multilink Protocol bundle (because the remote device does not recognize the second call as coming from the same device), the Prestige will hang up the second call and continue with the first channel alone.

The BOD configuration is through Menu 11.2 - Remote Node PPP Options.

4.1.5 Editing PPP Options

To edit the remote node PPP Options, move the cursor to the **Edit PPP Options** field in Menu 11.1 - Remote Node Profile, and use the space bar to select **Yes**. Press **Enter** to open Menu 11.2, as shown below.

```

Menu 11.2 - Remote Node PPP Options

Encapsulation= Standard PPP
Compression= No

Multiple Link Options:
  BOD Calculation= Transmit or Receive
Base Trans Rate(Kbps)= 64
Max Trans Rate(Kbps)= 64
Target Utility(Kbps)= 32-48
Add Persist(sec)= 5
Subtract Persist(sec)= 5

Press ENTER to CONFIRM or ESC to CANCEL:
Press Space Bar to Toggle.
```

Figure 4-3 Menu 11.2 - Remote Node PPP Options

The following table describes the Remote Node PPP Options Menu, and contains instructions on how to configure the PPP options fields.

Table 4-3 Remote Node PPP Options Menu Fields

| Field | Description | Option |
|--|--|---|
| Encapsulation | Select the CISCO PPP only when this remote node is a Cisco machine; otherwise, select the Standard PPP. | Standard PPP CISCO PPP |
| Compression | Turn on/off Stac Compression. The default for this field is Off . | On/Off (Default = Off) |
| Multiple Link Options: BOD Calculation Base Trans Rate Max Trans Rate Target Utility (Kbps) Add Persist Subtract Persist | Select the direction of the traffic you wish to use in determining when to add or subtract a link. The default for this field is Transmit or Receive . Select the base data transfer rate for this remote node in Kbps. There are two choices for this field- 64 where only one channel is used or 128 where two channels are used as soon as a packet triggers a call Enter the maximum data transfer rate allowed for this remote node. This parameter is in kilobits per second. There are two choices for this field- same as above. Enter the two thresholds separated by a [-] for subtracting and adding the second port. This parameter specifies the number of seconds where traffic is above the adding threshold before the Prestige will bring up the second link. This parameter specifies the number of seconds where traffic is below the subtraction threshold before your Prestige drops the second link. | Default = Transmit or Receive 64/128 64/128 Default=10-20 Default = 5 sec Default = 5 sec |
| Once you have completed filling in Menu 11.2 – Remote Node PPP Options, press [Enter] at the message [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel. | | |

4.1.6 Remote Node Filter

Use **Menu 11.5 – Remote Node Filter** to specify the filter set(s) to apply to the incoming and outgoing traffic between this remote node and the Prestige and to prevent certain packets from triggering calls. You can specify up to 4 filter sets separated by comma, e.g., 1, 5, 9, 12, in each **filter** field. The default is no filters.

Note that spaces are accepted in this field. For more information on defining the filters, *see Chapter 8*. The Prestige comes with a prepackaged filter set, NetBIOS_WAN, that blocks NetBIOS packets (call protocol filter = 1). You can include this in the call filter sets if you wish to prevent NetBIOS packets from triggering calls to a remote node.

```
Menu 11.5 - Remote Node Filter

Input Filter Sets:
  protocol filters=
  device filters=
Output Filter Sets:
  protocol filters=
  device filters=
Call Filter Sets:
  protocol filters= 1
  device filters=
```

Figure 4-4 Menu 11.5 – Remote Node Filter

Chapter 5

Remote Node TCP/IP Configuration

This chapter shows you how to configure the TCP/IP parameters of a remote node. A typical LAN-to-LAN application is to use your Prestige to connect a branch office to the headquarters, as depicted in the following diagram.

5.1 LAN-to-LAN Application

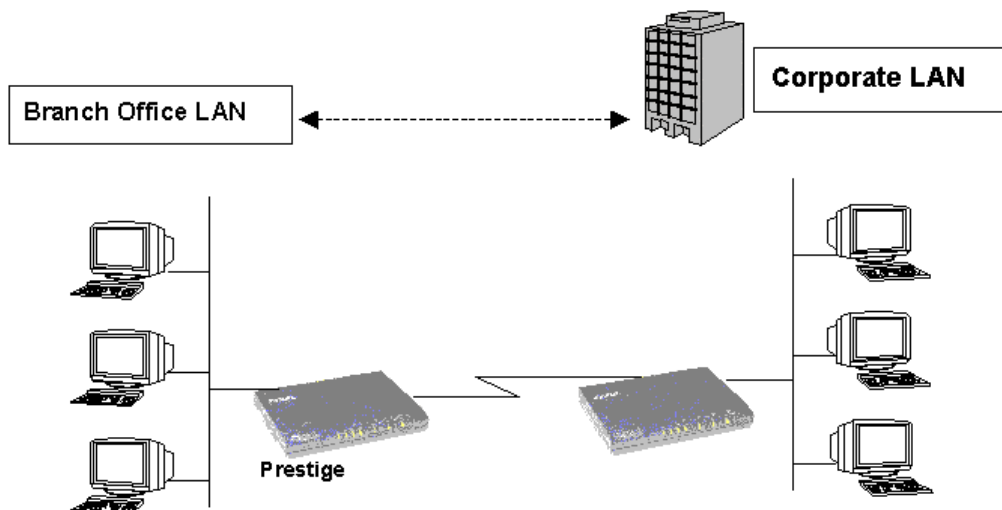


Figure 5-1 TCP/IP LAN-to-LAN Application

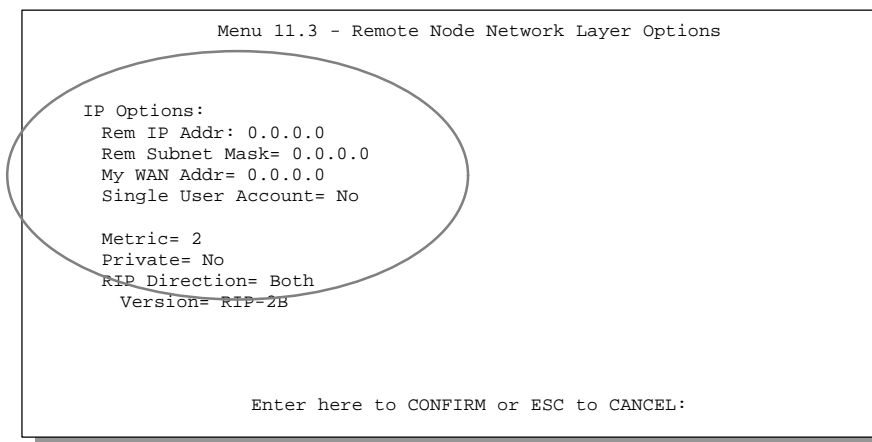
For the branch office, you need to configure a remote node in order to dial out to the headquarters. Additionally, you may also need to define static routes if some services reside beyond the immediate remote LAN.

5.1.1 Remote Node Setup

Follow the procedure below to configure the TCP/IP parameters in Menu 11 - Remote Node Profile.

Follow the steps below to edit Menu 11.3 - Remote Node Network Layer Options shown below.

Move the cursor to the **Edit IP** field, then press the space bar to toggle and set the value to **Yes**. Press [Enter] to open Menu 11.3 - Network Layer Options.



```
Menu 11.3 - Remote Node Network Layer Options

IP Options:
Rem IP Addr: 0.0.0.0
Rem Subnet Mask= 0.0.0.0
My WAN Addr= 0.0.0.0
Single User Account= No

Metric= 2
Private= No
RIP Direction= Both
Version= RIP=2B

Enter here to CONFIRM or ESC to CANCEL:
```

Figure 5-2 Menu 11.3- Remote Node TCP/IP Options

The following diagram explains the Sample IP Addresses to help you to understand the field of **My Wan Addr** in Menu 11.3.

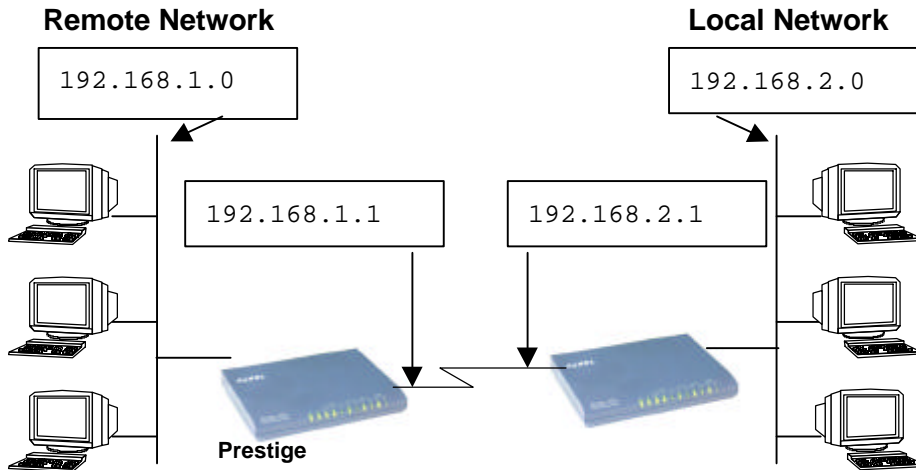


Figure 5-3 Sample IP Addresses for a TCP/IP LAN-to-LAN Connection

To configure the TCP/IP parameters of a remote node, first configure the two fields in Menu 11 – Remote Node Profile, as shown in the table below.

Table 5-1 TCP/IP related fields in Remote Node Profile

| Field | Description | Option |
|----------------|--|------------------------|
| Rem IP Address | Enter the IP address of the remote gateway in Remote Node Profile. | |
| Edit IP | Press the space bar to select Yes and press Enter to go to Menu 11.3 - Remote Node Network Layer Options Menu. | Yes (Yes/No) |

The following table shows the TCP/IP related fields in Menu 11.3 - Remote Node Network Layer Options.

Table 5-2 TCP/IP Remote Node Configuration

| | | |
|---|--|-------------------------|
| Rem IP Address | This will show the IP address you entered for this remote node in the previous menu. | |
| Rem IP Subnet Mask | Enter the subnet mask for the remote network. | |
| My WAN Addr | Some implementations, especially the UNIX derivatives, require the ISDN link to have a separate IP network number from the LAN and each end must have a unique address within the WAN network number. If this is the case, enter the IP address assigned to the ISDN port of your Prestige. Note that this is the address assigned to your local Prestige, not the remote router. | |
| Single User Account | Set this field to Yes to enable the Single User Account feature for your Prestige. Use the space bar to toggle between Yes and No . See <i>Chapter 3 - Internet Access Application</i> for more information on the Single User Account feature. | Yes/No |
| Metric | The metric represents the “cost” of transmission for routing purposes. IP routing uses hop count as the measurement of cost, with a minimum of 1 for directly connected networks. Enter a number that approximates the cost for this link. The number need not be precise, but it must be between 1 and 15. In practice, 2 or 3 is usually a good number. | 1 to 15 |
| Private | This parameter determines if the Prestige will include the route to this remote node in its RIP broadcasts. If set to Yes , this route is kept private and not included in RIP broadcast. If No , the route to this remote node will be propagated to other hosts through RIP broadcasts. | Yes/No |
| RIP | Press the space bar to select the RIP direction from Both/In Only/Out Only . | (Default= Both) |
| Version= | Press the space bar to select the RIP version from RIP-1/RIP-2B/RIP-2M . | RIP-1 (default) |
| Once you have completed filling in the Network Layer Options Menu, press [Enter] to return to Menu 11. Press [Enter] at the message [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel. | | |

5.1.2 Static Route Setup

Static routes tell the Prestige routing information that it cannot learn automatically through other means. This can arise in cases where RIP is disabled on the LAN or a remote network is beyond the one that is directly connected to a remote node.

Each remote node specifies only the network to which the gateway is directly connected, and the Prestige has no knowledge of the networks beyond. For instance, the Prestige knows about network N2 in the following diagram through remote node Router 1. However, the Prestige is unable to route a packet to network N3 because it doesn't know that there is a route through remote node Router 2. The static routes are for you to tell the Prestige about the networks beyond the remote nodes.

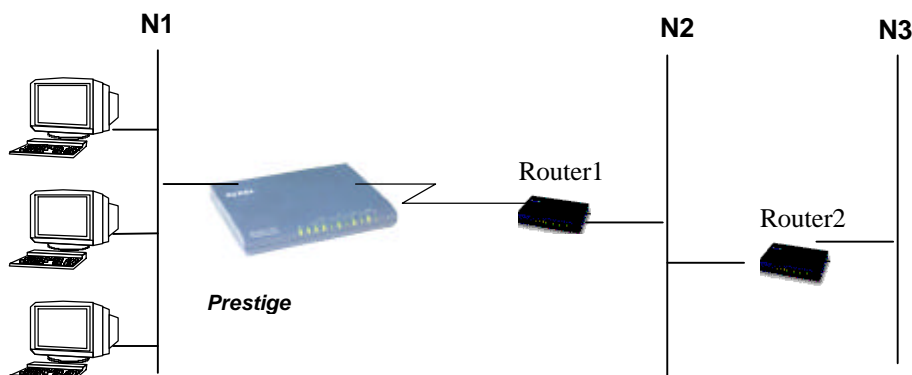


Figure 5-4 Example of Static Routing Topology

To configure an IP static route, use Menu 12, Static Route Setup, as displayed below.

From Menu 12, select one of the available IP static routes to open Menu 12.1 - IP Static Route Setup, as shown below.

```
Menu 12 - IP Static Route Setup

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Enter selection number:
```

Figure 5-5 Menu 12.1 - IP Static Route Setup

Choosing a static route to edit produces the following screen.

```
Menu 12.1 - Edit IP Static Route

Route #: 1
Route Name= ?
Active= No
Destination IP Address= ?
IP Subnet Mask= ?
Gateway IP Address= ?
Metric= 2
Private= No

Press ENTER to Confirm or ESC to Cancel:
```

Figure 5-6 Edit IP Static Route

The following table describes the fields for Menu 12.1.1 – Edit IP Static Route Setup.

Table 5-3 Edit IP Static Route Menu Fields

| Field | Description |
|------------------------|---|
| Route Name | Enter a descriptive name for this route. This is for identification purpose only. |
| Active | This field allows you to activate/deactivate this static route. |
| Destination IP Address | This parameter specifies the IP network address of the final destination. Routing is always based on network number. If you need to specify a route to a single host, use a subnet mask of 255.255.255.255 in the subnet mask field to force the network number to be identical to the host ID. |
| IP Subnet Mask | Enter the subnet mask for this destination. Follow the discussion on IP subnet mask in this chapter. |
| Gateway IP Address | Enter the IP address of the gateway. The gateway is an immediate neighbor of your Prestige that will forward the packet to the destination. On the LAN, the gateway must be a router on the same segment as your Prestige; over WAN, the gateway must be the IP address of one of the remote nodes. |
| Metric | Same meaning as those in the Remote Node Setup. |
| Private | Same meaning as those in the Remote Node Setup. |

Chapter 6

Dial-in Server Configuration

You can configure your Prestige to receive calls from remote dial-in users, e.g., telecommuters, as well as remote nodes. There are several differences between dial-in users and remote nodes, as summarized in the table below.

Table 6-1 Remote Dial-in Users/Remote Nodes Comparison Chart

| Remote Dial-in Users | Remote Nodes |
|---|--|
| Your Prestige will only answer calls from remote dial-in users; it will not make calls to them. | Your Prestige can make calls to and receive calls from the remote node. |
| All remote dial-in users share one common set of parameters, as defined in the Default Dial In Setup (Menu 13). | Each remote node can have its own set of parameters such as Bandwidth On Demand. |

This chapter discusses how to setup default dial-in parameters for both remote node and remote dial-in users. The following sections give two examples of how your Prestige can be configured as a dial-in server.

6.1 Remote Access Server

Telecommuting enables people to work at remote sites and yet still have access to the resources in the business office. Typically, a telecommuter will use a client workstation with TCP/IP and dial-out capabilities, e.g., a Windows PC or a Macintosh. For telecommuters to call in to your Prestige, you need to configure a dial-in user profile for each telecommuter. Additionally, you need to configure the Default Dial-In Setup to set the operational parameters for all dial-in users.

An example of remote access server for telecommuters is shown in .

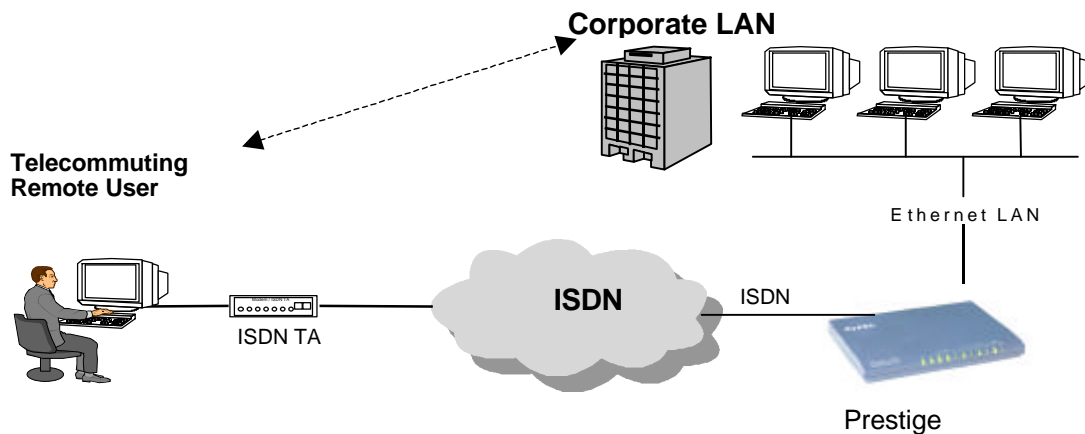


Figure 6-1 Example of Telecommuting

6.2 LAN-to-LAN Server Application

Your Prestige can also be used as a dial-in server for LAN-to-LAN application to provide access for the workstations on a remote network. For your Prestige to be set up as a LAN-to-LAN server, you need to configure the Default Dial-In Setup to set the operational parameters for incoming calls. Additionally, you must create a remote node for the router on the remote network (*see Chapter 4 - Remote Node Configuration*).

An example of your Prestige being used as a LAN-to-LAN server is shown below.

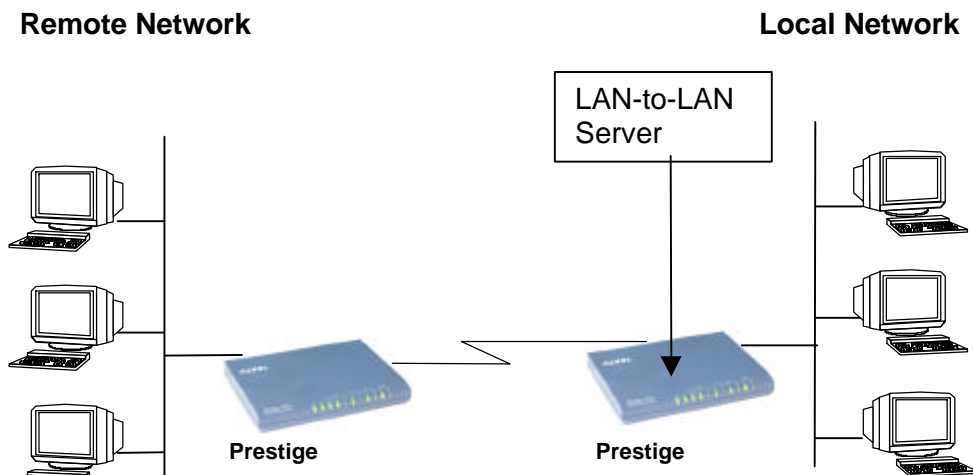


Figure 6-2 Example of a LAN-to-LAN Server Application

6.3 Default Dial-In Setup

This section covers the default dial-in parameters. The parameters in Menu 13 affect incoming calls from both remote dial-in users, and remote nodes until authentication is completed. Once authentication is completed and if it matches a remote node, your Prestige will use parameters from that particular remote node.

```
Menu 13 - Default Dial-in Setup

Telco Options:                               IP Address Supplied By:
  CLID Authen= None                         Dial-in User= Yes
                                           IP Pool= No
                                           IP Start Addr= N/A
                                           IP Count(1,2)= N/A

PPP Options:
  Recv Authen= CHAP/PAP
  Compression= Yes
  Mutual Authen= No
  PAP Login= N/A
  PAP Password= N/A
  Multiple Link Options:
    Max Trans Rate= 128

Session Options:
  Edit Filter Sets= No

Callback Budget Management:
  Allocated Budget(min)=
  Period(hr)=

Press ENTER to CONFIRM or ESC to CANCEL:
Press Space Bar to Toggle.
```

Figure 6-3 Menu 13 – Default Dial-in Setup

From the Main Menu, enter 13 to go to Menu 13 – Default Dial-in Setup. This section describes how to configure the protocol-independent fields in this menu. For the protocol-dependent fields, refer to the appropriate chapters.

The table below describes and contains information on how to configure each parameter in Menu 13 – Default Dial-in Setup.

Table 6-2 Default Dial-in Setup Fields

| Field | Description | Options |
|----------------------------|---|--|
| Telco Options: CLID Authen | <p>This field sets the CLID authentication parameter for all incoming calls. There are three options for this field:</p> <ul style="list-style-type: none"> ● None - No CLID is required. ● Required – CLID must be available, or the Prestige will not answer the call. ● Preferred - If the CLID is available then CLID will be used; otherwise, authentication is performed in PPP negotiation. | <p>None</p> <p>Required</p> <p>Preferred</p> |
| PPP Options: | | |
| Recv. Authen | <p>This field sets the authentication protocol for incoming calls. For security reason, setting authentication to none is strongly discouraged. Options for this field are:</p> <ul style="list-style-type: none"> ● CHAP/PAP - Your Prestige will try CHAP first, but PAP will be used if CHAP is not available. ● CHAP – Use CHAP only. ● PAP – Use PAP only. ● None – Your Prestige tries to acquire CHAP/PAP first, but no authentication is required if CHAP/PAP is not available. | <p>CHAP/PAP</p> <p>CHAP</p> <p>PAP</p> <p>None</p> |
| Compression | Turn on/off Stac Compression. The default for this field is Off . | <p>On</p> <p>Off</p> |
| Mutual Authen | Some vendors, e.g., Cisco, require mutual authentication, i.e., the node that initiates the call will request a user name and password from the far end that it is dialing to. If the remote node requires mutual authentication, set this field to Yes . | Yes/No |
| PAP Login | This field is applicable only if the Mutual Authen . Field is set to Yes . Enter in the login name to be used to respond to the far end's PAP authentication request. This field does not apply to CHAP authentication. | |

| | | |
|-----------------------------|---|--|
| PAP Password | This field is applicable only if the Mutual Authen. Field is set to Yes . Enter in the PAP password to be used to respond to the far end's authentication request. This field does not apply to CHAP authentication. | |
| Multiple Link Options: | | |
| Max Trans Rate | Enter the maximum data transfer rate between your Prestige and the remote dial-in user. 64 - At most, one B channel is used. 128 - A maximum of two channels can be used. When the Prestige calls back to the remote dial-in user, the maximum data transfer rate is always 64 . | 64/128 |
| Callback Budget Management: | | |
| Allocated Budget (min) | This field sets the budget callback time for all the remote dial-in users. The default for this field is 0 for no budget control. | Default = 0 |
| Period (hr) | This field sets the time interval to reset the above callback budget control. | |
| IP Address Supplied By: | | |
| Dial-in User | <p>If set to Yes, the Prestige will allow a remote host to specify its own IP address.</p> <p>If set to No, the remote host must use the IP address assigned by your Prestige from the IP pool, configured below. This is to prevent the remote host from using an invalid IP address and potentially disrupting the whole network.</p> | (Default = Yes) Yes/No |
| IP Pool | This field tells your Prestige to provide the remote host with an IP address from the pool. This field is required if Dial-In IP Address Supplied By: Dial-in User is set to No . You can configure this field even if Dial-in User is set to Yes , in which case your Prestige will accept the IP address if the remote peer specifies one; otherwise, an IP address is assigned from the pool. | Yes/No (Default = No) |
| IP Pool: IP Start Addr | <p>This field is applicable only if you selected Yes in the Dial-In IP Address Supplied By: IP Pool field.</p> <p>The IP pool contains contiguous IP addresses and this field specifies the first one in the pool.</p> | |

| | | |
|--|--|---------------------|
| IP Count (1,2) | In this field, enter the number (1 or 2 ,) of addresses in the IP Pool. For example, if the starting address is 192.168.135.5 and the count is 2, then the pool will have 192.68.135.5 and 192.68.135.6 | 1, 2 |
| Session Options: Edit Filter Sets | Press Yes , then [Enter] to edit the filter sets. Keep in mind that the filter set(s) will only apply to remote dial-in users but not the remote nodes. Note that spaces and [-] symbol, are accepted in this field. For more information on customizing your filter sets, see <i>Chapter 8 - Filter Configuration</i> . The default is blank, i.e., no filters. | Default = No |
| Once you have completed filling in Menu 13 - Default Dial-in Setup, press [Enter] at the message [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel. | | |

6.3.1 Default Dial-in Filter

Use **Menu 13.1 – Default Dial-in Filter** to specify the filter set(s) to apply to the incoming and outgoing traffic between all dial-in users and your Prestige. Note that the filter set(s) only applies to the dial-in users but not the remote nodes. You can specify up to 4 filter sets separated by comma, e.g., 1, 5, 9, 12, in each **filter** field. The default is no filters.

Spaces are accepted in this field. For more information on defining the filters, see *Chapter 8*.

Menu 13.1 - Default Dial-in Filter

```

Input Filter Sets:
  protocol filters=
  device filters=
Output Filter Sets:
  protocol filters=
  device filters=

```

Figure 6-4 Default Dial-in Filter

6.4 Dial-In Users Setup

The following steps describe the setup procedure for setting up a remote dial-in user.

Step 1. From the Main Menu, enter option 14 to go to Menu 14 - Dial-in User Setup, as shown in the figure below.

```
Menu 14 - Dial-in User Setup

1. johndoe
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Enter Menu Selection Number:
```

Figure 6-5 Menu 14 - Dial-in User Setup

Step 2. Select one of the users by number, this will bring you to **Menu 14.1 - Edit Dial-in User**, as shown below.

```
Menu 14.1 - Edit Dial-in User

User Name= ?
Active= Yes
Password= ?
Callback= No
  Phone # Supplied by Caller= N/A
  Callback Phone #= N/A
Rem CLID=
Idle Timeout= 300

Press ENTER to Confirm or ESC to Cancel:
```

Figure 6-6 Edit Dial-in User

The following table provides instructions on how to fill in the Edit Dial-In User fields.

Table 6-3 Edit Dial-in User Menu Fields

| Field | Description | Option |
|----------------------------|--|--|
| User Name | This is a required field. This will be used as the login name for authentication. Choose a descriptive word for login, for example, [johndoe]. | |
| Active | You can disallow dial-in access to this user by setting this field to Inactive . Inactive users are displayed with a [-] (minus sign) at the beginning of the name in Menu 14. | Active Inactive |
| Password | Enter the password for the remote dial-in user. | |
| Callback | <p>This field determines if your Prestige will allow call back to this user upon dial-in. If this option is enabled, your Prestige will call back to the user if requested. In such a case, your Prestige will disconnect the initial call from this user and dial back to the specified callback number (see below).</p> <ul style="list-style-type: none"> ● No - The default is no callback. ● Optional - The user can choose to disable callback. ● Mandatory - The user can not disable callback. | Default= No No Optional Mandatory |
| Phone # Supplied by Caller | <p>This option allows the user to specify the call back telephone number on a call-by-call basis. This is useful when your Prestige returns a call back to a mobile user at different numbers, e.g., a sales rep., in a hotel.</p> <ul style="list-style-type: none"> ● If the setting is Yes, the user can specify and send to the Prestige the callback number of his/her choice. ● The default is No, i.e., your Prestige always calls back to the fixed callback number. | Default= No Yes No |
| Callback Phone # | If Phone # Supplied by Caller is No , then this is a required field. Otherwise, a N/A will appear in the field. Enter the telephone number to which your Prestige will call back. | |

Table 6-4 Edit Dial-in User Menu Fields (continued)

| Field | Description | Option |
|--|--|---------------------|
| Rem CLID | If you enable CLID Authen field in Menu 13, then you need to specify the telephone number from which this user calls. Your Prestige will check the CLID in the incoming call against the CLIDs in the database. If they do not match and CLID Authen is Required, your Prestige will not answer the call. | |
| Idle Time-out | Enter the idle time (in seconds). This time-out determines how long the dial-in user can be idle before your Prestige disconnects the call when the Prestige is calling back. Idle time is defined as the period of time where there is no data traffic between the dial-in user and your Prestige. The default is 300 seconds (5 minutes). | Default=300 seconds |
| Once you have completed filling in Menu 14.1 - Edit Dial-in User, press [Enter] at the message [Press ENTER to Confirm...] to save your configuration, or press [Esc] at any time to cancel. | | |

6.4.1 CLID Authentication

CLID (Calling Line IDentification) authentication affords you the security of limiting a user to only initiate connections from a fixed location. The Prestige uses the caller ID sent by the switch to match against the CLIDs in the database. Please note that for CLID authentication to work on the Prestige, your telephone company must support caller ID.

6.4.2 Callback

Callback serves two purposes. One is security. When set to callback to a fixed number, an intruder will not gain access to your network even if he/she stole the password from your user, because the Prestige always calls back to the pre-configured number.

The other is ease of accounting. For instance, your company pays for the connection charges for telecommuting employees and you use your Prestige as the dial in server. When you turn on the callback option for the dial-in users, all usage is charged to the company instead of the employees, and your accounting department can avoid the hassles of accountability and reimbursement.

6.5 Multiple Servers behind SUA

If you wish, you can make inside servers for different services, e.g., web or FTP, visible to the outside users, even though SUA makes your whole inside network appear as a single machine to the outside world. A service is identified by the port number, e.g., web service is on port 80 and FTP on port 21.

As an example, if you have a web server at 192.168.1.2 and an FTP server 192.168.1.3, then you need to specify for port 80 (web) the server at IP address 192.168.1.2 and for port 21 (FTP) another at IP address 192.168.1.3.

Please note that a server can support more than one service, e.g., a server can provide both FTP and DNS service, while another provides only web service. Also, since you need to specify the IP address of a server in the Prestige, a server must have a fixed IP address and not be a DHCP client whose IP address potentially changes each time it is powered on.

In addition to the servers for specific services, SUA supports a default server. A service request that does not have a server explicitly designated for it is forwarded to the default server. If the default server is not defined, the service request is simply discarded.

To make a server visible to the outside world, specify the port number of the service and the inside IP address of the server in **Menu 15, Multiple Server Configuration**.

6.5.1 Configuring a Server behind SUA

Follow the steps below to configure a server behind SUA:

1. Enter **15** in the main menu to go to menu 15, **Multiple Server Configuration**.
2. Enter the service port number in the **Port #** field and the inside IP address of the server in the **IP Address** field.

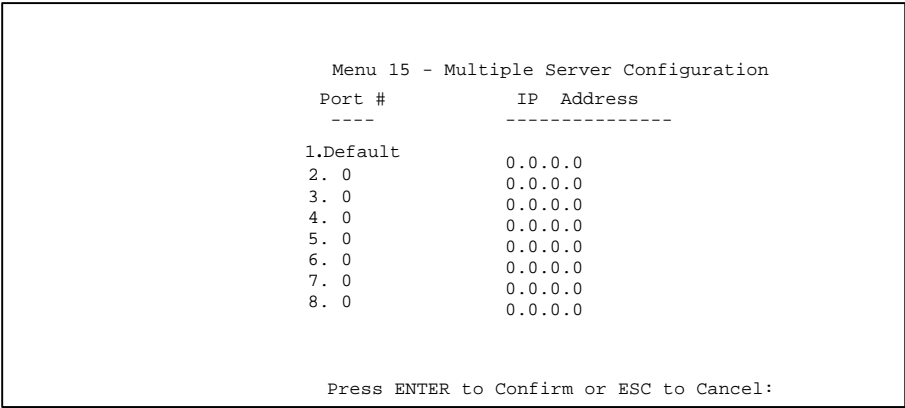


Figure 6-7 Multiple Server Configuration

3. Press **ENTER** at the “Press ENTER to confirm ...” prompt to save your configuration after you define all the servers or press **ESC** at any time to cancel.

The most often used port numbers are:

Table 6-5 Services vs. Port number

| Services | Port Number |
|---|-------------|
| FTP (File Transfer Protocol) | 21 |
| Telnet | 23 |
| SMTP (Simple Mail Transfer Protocol) | 25 |
| DNS(Domain Name System) | 53 |
| HTTP (Hyper Text Transfer Protocol or WWW, Web) | 80 |
| PPTP (Point-to-Point Tunneling Protocol) | 1723 |

Chapter 7

Advanced Phone Services

The Prestige 100 and 100IH support a comprehensive set of advanced calling features known as Supplemental Services. European and North American ISDN Supplemental Services may vary and have different naming conventions that can be generalized as follows. Please check with your telephone company for the services it offers.

Table 7-1 Supplemental Services by region

| Europe | North America |
|---|--|
| Call Waiting Call Hold Call Retrieve | Additional Call Offering (ACO) Call Waiting Call Hold Call Retrieve |
| Three Party Conference | Flexible Calling (FC) Conference Drop Transfer |
| Call Forwarding Call Forwarding Busy (CFB) Call Forwarding Unconditional (CFU) Call Forwarding No Reply (CFNR) | Call Forwarding |
| | Reminder Ring |

Table 7-2 Supplemental Services by switch type.

| Feature: | US [¶] | DSS-1 | 1TR6 |
|---|-----------------|-------|------|
| Call Waiting/Call Hold/Call Retrieve | ✓ | ✓ | × |
| Three Way Calling (Conference/Transfer/Drop) | ✓ | ✓ | × |
| Call Forwarding | ✓ | ✓ | × |
| Reminder Ring | ✓ | × | × |

7.1 Getting Started

7.1.1 Things you need to know before you start using Supplemental Services.

- ◆ In North America, Additional Call Offering (ACO) is required on your ISDN line in order to use the Call Waiting feature. Flexible Calling is required on your ISDN line in order to use the Three-Way-Calling or Call Transfer features. You need to check with your telephone company to confirm if these services are available to you and if so, are there any additional charges for them.
- ◆ In some cases, your telephone company may only enable these features on your first directory (phone) number. In this case, you may want to request that the features be enabled on your second directory number as well.

7.2 Setting Up Supplemental Phone Service

All Supplemental Phone Services are enabled by default except for Call Waiting, which is disabled by default but can be enabled in **Menu 2.1- ISDN Advanced Setup**. The **Calling Line Indication**, or Caller ID, also in this menu decides whether the other party can see your number when you call. If set to **Enable** (default), the Prestige sends the caller ID and the party you call can see your number, otherwise if set to **Disable**, the caller ID is blocked.

[¶] “US” refers to a broad range of switch types supported in the USA.

7.3 The Flash Key

Flashing means to press the hook for a short period of time (a few hundred milliseconds) before releasing it. On newer telephones, there should be a “flash” key (button) that generates the signal electronically. If the flash key is not available, you can tap (press and immediately release) the hook by hand to achieve the same effect. However, using the flash key is preferred since the timing is much more precise. With manually tapping, if the duration is too long, it may be interpreted as hanging up by the Prestige.

7.4 Call Waiting

ISDN Call Waiting allows you to place a call on hold while you answer another incoming call on the same telephone (directory) number.

By default call waiting is enabled on both telephone ports (except France where the default is disabled), but can be toggled on either port from **Menu 2.1**.

7.4.1 How to use call waiting

The Call Waiting feature on your ISDN line works in exactly the same way as it does on a regular analog line (which almost everyone is familiar with). To put the current call on hold and answer the incoming call, press the flash key after hearing a call waiting indicator tone.

Dropping current call to switch to incoming/holding call.

After hearing a Call Waiting indicator tone, simply hang up the telephone and wait for the telephone to ring before answering the incoming/holding call.

Notes: An incoming caller receives a busy signal if

- ◆ You have two calls active (one active and one on hold, or both active using Three Way Calling) already.
- ◆ You are dialing a number on the B-Channel the incoming caller is attempting to reach, but have not yet established a connection.

7.5 Three Way Calling

Three Way Calling allows you to add a third party to an existing call. This service must be subscribed from your telephone company.

7.5.1 How To Use Three Way Calling

If you wish to call someone and conference him/her in with an existing call:

- ◆ Press the flash key to put the existing call on hold and receive a dial tone.
- ◆ Dial the third party's telephone number.
- ◆ When you are ready to conference the calls together, press the flash key again to establish a Three Way Conference Call.

Note: If you wish to cancel your attempt to establish the conference call because the third party's line is busy or if they don't answer, simply hang-up the telephone and pick it back up after it starts ringing to return to the first caller.

To drop the last call added to the three-way-call:

Simply press the flash key. The last call that was added to the conference is dropped.

To drop yourself from the conference call:

If you hang up your telephone during a three-way-call and the two other callers remain on the line, the ISDN network will do an implicit transfer to directly connect the two remaining callers together.

7.6 Call Transfer

Call Transfer allows you to transfer an active call to a third party. This service must be subscribed from your telephone company.

7.6.1 How To Use Call Transfer

Transferring an active call to a third party:

- ◆ Once you have an active call (Caller A), press the flash key to put Caller A on hold and receive a dial tone.
- ◆ Dial the third party's telephone number (Caller B).
- ◆ When you are ready to conference the two calls together, press the flash key to establish a Three-Way-Conference call.
- ◆ Hang up the telephone. The ISDN network does an implicit transfer to directly connect Caller A with Caller B.

7.6.2 To Do A Blind Transfer:

- ◆ Once you have an active call (Caller A), press the flash key to put the existing call on hold and receive a dial tone.
- ◆ Dial the third party's telephone number (Caller B).
- ◆ Before Caller B picks up the call, you can transfer the call by pressing the flash key. The call is automatically transferred.

7.7 Call Forwarding

Call forwarding means the switch will ring another number at a place where you will be when someone dials your directory number.

There are two methods to activate call forwarding. The first is exactly the same as on an analog line, i.e., you pick up the handset and dial the access code assigned by your telephone company and the number that you want the calls forwarded. Check with your telephone company for this access code.

The second is with the "phone flash" commands where you pick up the handset and press the flash key before dialing the following:

Table 7-3 Phone Flash Commands

| Command | Meaning |
|---------------------|--|
| *20*forward-number# | Activate CFB (Call Forwarding Busy) |
| *21*forward-number# | Activate CFU (Call Forwarding Unconditional) |
| *22*forward-number# | Activate CFNR (Call Forwarding No Reply) |
| #20# | Deactivate CFB |
| #21# | Deactivate CFU |
| #22# | Deactivate CFNR |

Either method should work fine, and you can use whichever one you are most comfortable with.

7.8 Reminder Ring

The Prestige sends a single short ring to your telephone every time a call has been forwarded (US switches only).

Chapter 8

Filter Configuration

8.1 About Filtering

Your Prestige uses filters to decide whether or not to allow passage of a data packet and/or to make a call. There are two types of filters: data filters and call filters.

Data filters screen the data to determine if the packet should be allowed to pass. Data filters are further divided into incoming and outgoing filters, depending on the direction of the packet relative to a port. Call filters are used to determine if a packet should be allowed to trigger a call.

Outgoing packets must pass through the data filters before they encounter the call filters. Call filters are divided into two groups, the built-in call filters and user-defined call filters. Your Prestige has built-in call filters that prevent administrative, e.g., RIP packets from triggering calls. These filters are always enabled and not accessible to you. Your Prestige applies the built-in filters first and then the user-defined call filters, if applicable, as illustrated in the figure below, *Figure 8-1 Outgoing Packet Filtering Process*.

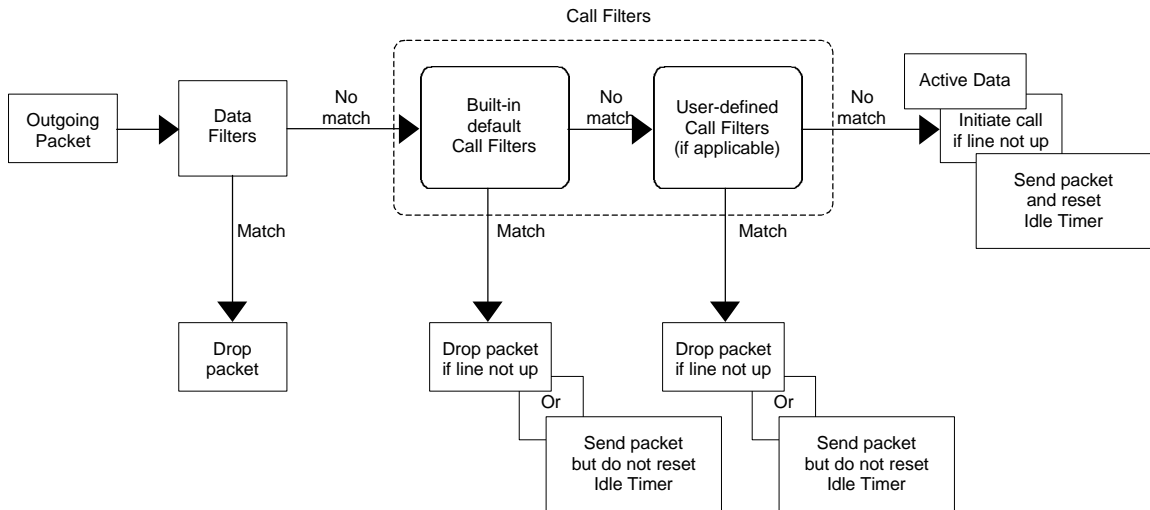


Figure 8-1 Outgoing Packet Filtering Process

For incoming packets, your Prestige applies data filters only. Packets are processed depending upon whether a match is found. The following sections describe how to configure filter sets.

The Filter Structure of the Prestige

A filter set consists of one or more filter rules. Usually, you would group related rules, e.g., all the rules for NetBIOS, into a single set and give it a descriptive name. The Prestige allows you to configure up to twelve filter sets with six rules in each set, for a total of 72 filter rules in the system.

You can apply up to four filter sets to a particular port to block multiple types of packets. With each filter set having up to six rules, you can have a maximum of 24 rules active for a single port.

8.2 Configuring a Filter Set

To configure a filter sets, follow the procedure below:

Step 1. Select option **21. Filter Set Configuration** from the Main Menu to open Menu 21.

```
Menu 21 - Filter Set Configuration

Filter Set #      Comments      Filter Set #      Comments
-----
1      NetBIOS_WAN
2      NetBIOS_LAN
3      _____
4      _____
5      _____
6      _____

7      _____
8      _____
9      _____
10     _____
11     _____
12     _____

Enter Filter Set Number to Configure=
Edit Comments=
Press ENTER to CONFIRM or ESC to CANCEL:
```

Figure 8-2 Menu 21 - Filter Set Configuration

- Step 2.** Select the filter set you wish to configure (no. 1-12) and press [Enter].
- Step 3.** Enter a descriptive name or comment in the Edit Comments field and press Enter.
- Step 4.** Press [Enter] at the message: [Press ENTER to confirm] to open Menu 21.1 - Filter Rules Summary.

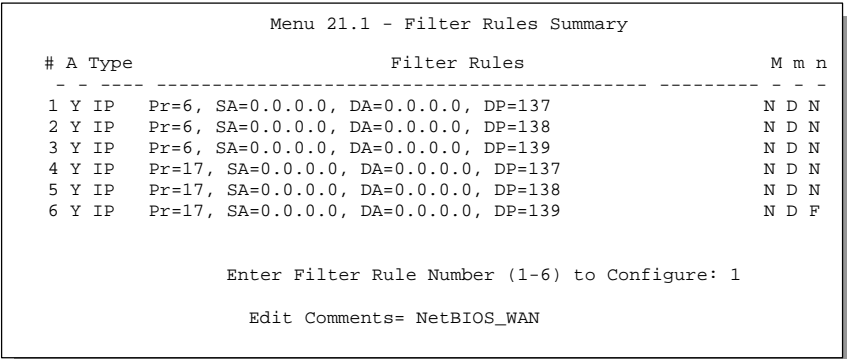


Figure 8-3 Menu 21.1 - Filter Rules Summary

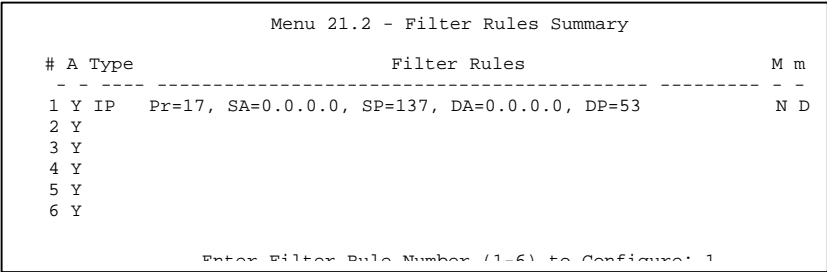


Figure 8-4 Menu 21.2 - Filter Rules Summary

8.2.1 Filter Rules Summary Menu

This screen shows the summary of the existing rules in the filter set. The following tables contain a brief description of the abbreviations used in Menu 21.1.

Table 8-1 Abbreviations Used in the Filter Rules Summary Menu

| Abbreviations | Description | Display |
|---------------|---|--|
| # | Refers to the filter rule number (1-6). | |
| A | Refers to Active. | [Y] means the filter rule is active. [N] means the filter rule is inactive. |
| Type | Refers to the type of filter rule. This shows GEN for generic, IP for TCP/IP | [GEN] for Generic [IP] for TCP/IP |

Table 8-2 Abbreviations Used in the Filter Rules Summary Menu (continued)

| Abbreviations | Description | Display |
|---------------|--|---|
| Filter Rules | The filter rule parameters will be displayed here (see below). | |
| M | Refers to More. | [Y] means there are more rules to check. [N] means there are no more rules to check. |
| m | Refers to Action Matched. | [F] means to forward the packet. [D] means to drop the packet. [N] means check the next rule. |
| n | Refers to Action Not Matched | [F] means to forward the packet. [D] means to drop the packet. [N] means check the next rule. |

The protocol dependent filter rules abbreviation are listed as follows:

- If the filter type is IP, the following abbreviations listed in the following table will be used.

Table 8-3 Abbreviations Used If Filter Type Is IP

| Abbreviation | Description |
|--------------|-------------------------|
| Pr | Protocol |
| SA | Source Address |
| SP | Source Port number |
| DA | Destination Address |
| DP | Destination Port number |

- If the filter type is GEN (generic), the following abbreviations listed in the following table will be used.

Table 8-4 Abbreviations Used If Filter Type Is GEN

| Abbreviation | Description |
|--------------|-------------|
| Off | Offset |
| Len | Length |

Refer to the next section for information on configuring the filter rules.

8.3 Configuring a Filter Rule

To configure a filter rule, enter its number in Menu 21.1 - Filter Rules Summary and press Enter to open Menu 21.1.1 for the rule.

There are two types of filter rules: TCP/IP and Generic. Depending on the type of rule, the parameters below the type will be different. Use the space bar to select the type of rule that you wish to create in the Filter Type field and press Enter to open the respective menu.

The network layer filters are collectively called protocol filters. When NAT/SUA (Network Address Translation/Single User Account) is enabled, the inside IP address and port number are replaced on a connection-by-connection basis, which makes it impossible to know the exact address and port on the wire. Therefore, the Prestige applies the protocol filters to the “native” IP address and port number before NAT/SUA for outgoing packets and after NAT/SUA for incoming packets. On the other hand, the generic, or device, filters are applied to the raw packets that appear on the wire.

To speed up filtering, all rules in a filter set must be of the same class, i.e., protocol filters or generic filters. The class of a filter set is determined by the first rule that you create. When applying the filter sets to a port, separate menu fields are provided for protocol and device filter sets. If you include a protocol filter set in a device filters field or vice versa, the Prestige will warn you and will not allow you to save.

8.3.1 TCP/IP Filter Rule

This section shows you how to configure a TCP/IP filter rule. TCP/IP rules allow you to base the rule on the fields in the IP and the upper layer protocol, e.g., UDP and TCP, headers.

To configure a TCP/IP rules, select TCP/IP Filter Rule from the Filter Type field and press Enter to open Menu 21.1.1 - TCP/IP Filter Rule, as shown below.

```
Menu 21.1.1 - TCP/IP Filter Rule

Filter #: 1,1
Filter Type= TCP/IP Filter Rule
Active= Yes
IP Protocol= 6          IP Source Route= No
Destination: IP Addr= 0.0.0.0
              IP Mask= 0.0.0.0
              Port #= 137
              Port # Comp= Equal
Source: IP Addr= 0.0.0.0
        IP Mask= 0.0.0.0
        Port #= 0
        Port # Comp= None
TCP Estab= No
More= No          Log= None
Action Matched= Check Next Rule
Action Not Matched= Check Next Rule

Press ENTER to Confirm or ESC to Cancel:
Press Space Bar to Toggle.
```

Figure 8-5 Menu 21.1.1 - TCP/IP Filter Rule

The following table describes how to configure your TCP/IP filter rule.

Table 8-5 TCP/IP Filter Rule Menu Fields

| Field | Description | Option |
|--------------------------|---|---|
| Active | This field activates/deactivates the filter rule. | Yes/No |
| IP Protocol | Protocol refers to the upper layer protocol, e.g., TCP is 6, UDP is 17 and ICMP is 1. This value must be between 0 and 255 | 0-255 |
| IP Source Route | If Yes, the rule applies to packet with IP source route option; else the packet must not have source route option. The majority of IP packets do not have source route. | Yes/No |
| Destination: IP Addr | Enter the destination IP Address of the packet you wish to filter. This field is a don't-care if it is 0.0.0.0. | IP address |
| Destination: IP Mask | Enter the IP subnet mask to apply to the Destination: IP Addr. | Subnet mask |
| Destination: Port # | Enter the destination port of the packets that you wish to filter. The range of this field is 0 to 65535. This field is a don't-care if it is 0. | 0-65535 |
| Destination: Port # Comp | Select the comparison to apply to the destination port in the packet against the value given in Destination: Port #. | None/Less/Greater/Equal/Not Equal] |
| Source: IP Addr | Enter the source IP Address of the packet you wish to filter. This field is a don't-care if it is 0.0.0.0. | IP Address |
| Source: IP Mask | Enter the IP subnet mask to apply to the Source: IP Addr. | IP Mask |
| Source: Port # | Enter the source port of the packets that you wish to filter. The range of this field is 0 to 65535. This field is a don't-care if it is 0. | 0-65535 |
| Source: Port # Comp | Select the comparison to apply to the source port in the packet against the value given in Source: Port #. | Yes/No |
| TCP Estab | This field is applicable only when IP Protocol field is 6, TCP. If yes, the rule matches only established TCP connections; else the rule matches all TCP packets. | Yes/No |
| More | If yes, a matching packet is passed to the next filter rule before an action is taken; else the packet is disposed of | Yes / N/A |

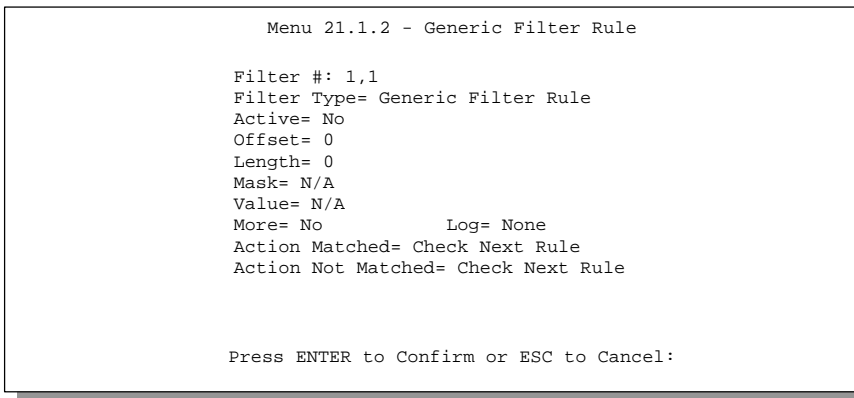
| Field | Description | Option |
|---|---|--|
| | according to the action fields. If More is Yes , then Action Matched and Action Not Matched will be N/A . | |
| Log | Select the logging option from the following: <ul style="list-style-type: none">● None – No packets will be logged.● Action Matched - Only packets that match the rule parameters will be logged.● Action Not Matched - Only packets that do not match the rule parameters will be logged.● Both – All packets will be logged. | None Action Matched Action Not Matched Both |
| Action Matched | Select the action for a matching packet. | Check Next Rule Forward Drop |
| Action Not Matched | Select the action for a packet not matching the rule. | Check Next Rule Forward Drop |
| Once you have completed filling in Menu 21.1.1 - TCP/IP Filter Rule, press [Enter] at the message [Press Enter to Confirm] to save your configuration, or press [Esc] to cancel. This data will now be displayed on Menu 21.1 - Filter Rules Summary. | | |

8.3.2 Generic Filter Rule

This section shows you how to configure a generic filter rule. The purpose of generic rules is to allow you to filter non-IP packets. For IP, it is generally easier to use the IP rules directly.

For generic rules, the Prestige treats a packet as a byte stream as opposed to an IP or IPX packet. You specify the portion of the packet to check with the Offset (from 0) and the Length fields, both in bytes. The Prestige applies the Mask (bit-wise ANDing) to the data portion before comparing the result against the Value to determine a match. The Mask and Value are specified in hexadecimal numbers. Note that it takes two hexadecimal digits to represent a byte, so if the length is 4, the value in either field will take 8 digits, e.g., FFFFFFFF.

To configure a generic rule, select Generic Filter Rule in the Filter Type field and press Enter to open Menu 21.1.2 - Generic Filter Rule, as shown below.



```
Menu 21.1.2 - Generic Filter Rule

Filter #: 1,1
Filter Type= Generic Filter Rule
Active= No
Offset= 0
Length= 0
Mask= N/A
Value= N/A
More= No           Log= None
Action Matched= Check Next Rule
Action Not Matched= Check Next Rule

Press ENTER to Confirm or ESC to Cancel:
```

Figure 8-6 Menu 21.1.2 - Generic Filter Rule

The table below describes the fields in the Generic Filter Rule Menu.

Table 8-6 Generic Filter Rule Menu Fields

| Field | Description | Option |
|----------------|--|--|
| Filter # | This is the filter set, filter rule co-ordinates, i.e., 2,3 refers to the second filter set and the third rule of that set. | |
| Filter Type | Use the space bar to toggle between both types of rules. Parameters displayed below each type will be different. | Generic Filter Rule/ TCP/IP Filter Rule |
| Active | Select Yes to turn on the filter rule. | Yes/No |
| Offset | Enter the starting byte of the data portion in the packet that you wish to compare. The range for this field is from 0 to 255. | Default = 0 |
| Length | Enter the byte count of the data portion in the packet that you wish to compare. The range for this field is 0 to 8. | Default = 0 |
| Mask | Enter the mask (in Hexadecimal) to apply to the data portion before comparison. | |
| Value | Enter the value (in Hexadecimal) to compare with the data portion. | |
| More | If yes, a matching packet is passed to the next filter rule before an action is taken; else the packet is disposed of according to the action fields. If More is Yes , then Action Matched and Action Not Matched will be N/A . | Yes / N/A |
| Log | Select the logging option from the following: <ul style="list-style-type: none"> ● None – No packets will be logged. ● Action Matched - Only packets that match the rule parameters will be logged. ● Action Not Matched - Only packets that do not match the rule parameters will be logged. ● Both – All packets will be logged. | None Action Matched Action Not Matched Both |
| Action Matched | Select the action for a matching packet. | Check Next Rule Forward Drop |

| | | |
|--|---|---|
| Action Not Matched | Select the action for a packet not matching the rule. | Check Next Rule Forward Drop |
| Once you have completed filling in Menu 21.1.2 - generic Filter Rule, press [Enter] at the message [Press Enter to Confirm] to save your configuration, or press [Esc] to cancel. This data will now be displayed on Menu 21.1 - Filter Rules Summary. | | |

8.4 Applying a Filter and Factory Defaults

This section shows you where to apply the filter(s) after you design it (them). Two sets of factory default filter rules have been configured in Menu 21 to prevent NetBIOS traffic from triggering calls (see Figure 8-7 Menu 21 - Filter Set Configuration).

8.4.1 Ethernet traffic

You seldom need to filter Ethernet traffic; however, the filter sets may be useful to block certain packets, reduce traffic and prevent security breaches. Go to Menu 3.1 (shown below) and enter the number(s) of the filter set(s) that you want to apply as appropriate. You can choose up to four filter sets (from twelve) by entering their numbers separated by commas, e.g., 3, 4, 6, 11.

```
Menu 3.1 - General Ethernet Setup

Ethernet Interface= 10BaseT
Input Filter Sets:
  protocol filters=
  device filters=
Output Filter Sets:
  protocol filters=
  device filters=
```

Figure 8-7 Filtering Ethernet traffic

8.4.2 Remote Node Filters

Go to Menu 11.5 (shown below) and enter the number(s) of the filter set(s) as appropriate. You can cascade up to four filter sets by entering their numbers separated by commas. The factory default filter set, NetBIOS_WAN, is inserted in *protocol filters* field under **Call Filter Sets** in Menu 11.5 to block local NetBIOS traffic from triggering calls to the remote node.

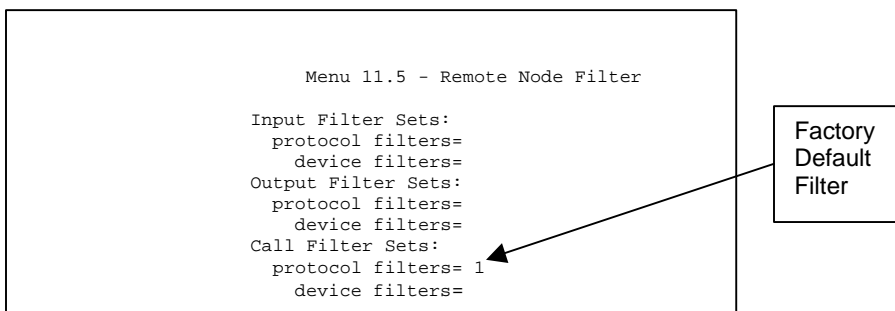


Figure 8-8 Filtering Remote Node traffic

8.4.3 Default Dial-in Filter

Use **Menu 13.1 – Default Dial-in Filter** to specify the filter set(s) to apply to the incoming and outgoing traffic between all dial-in users and your Prestige. Note that these filter set(s) only apply to the dial-in users but not the remote nodes. You can specify up to 4 filter sets separated by comma, e.g., 1, 5, 9, 12, in each **filter** field. The default is no filters.

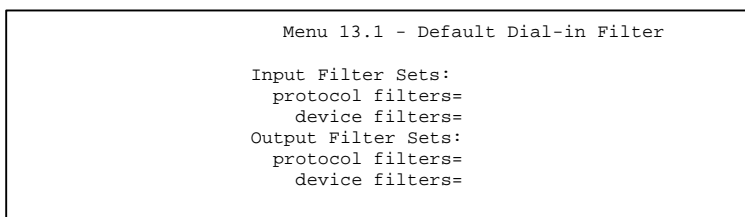


Figure 8-9 Default Dial-in Filter

Chapter 9

Telnet Configuration and Capabilities

9.1 About Telnet Configuration

Before the Prestige is properly setup for TCP/IP, the only option for configuring it is through the console port. Once your Prestige is configured, you can use telnet to configure it remotely as shown below.

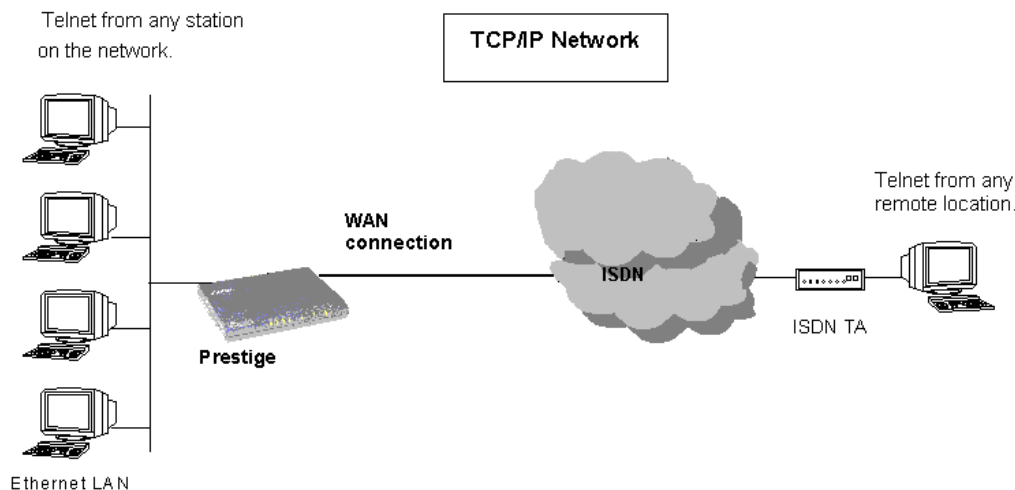


Figure 9-1 Telnet Configuration on a TCP/IP Network

9.2 Telnet Under SUA

When Single User Account (SUA) is enabled and an inside telnet server is specified, telnet connections from the outside will be forwarded to the inside server. So to configure the Prestige via telnet from the outside, you must first telnet to the inside server, and then telnet from the server to the Prestige using its inside LAN IP address. If no insider server is specified, telnet to the SUA's IP address will connect to the Prestige directly.

9.3 Telnet Capabilities

9.3.1 Single Administrator

To prevent confusion and discrepancy on the configuration, your Prestige only allows one administrator to log in at any time. Your Prestige also gives priority to the console port over telnet. If you have already connected to your Prestige via telnet, you will be logged out if another user logs in to the Prestige via the console port.

9.3.2 System Timeout

There is a system timeout of 5 minutes (300 seconds) for either the console port or telnet. Your Prestige will automatically log you out if you do nothing in this timeout period, except when it is continuously updating the status in Menu 24.1.

Chapter 10

System Maintenance

This chapter covers the diagnostic tools that help you to maintain your Prestige. These tools include updates on system status, port status, log and trace capabilities and upgrades for the system software. This chapter describes how to use these tools in detail.

Select menu 24 in the main menu to open Menu 24 - System Maintenance, as shown below.

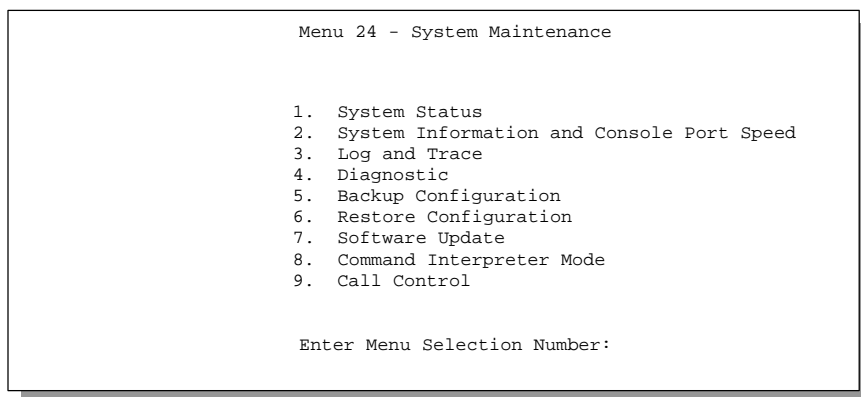


Figure 10-1 Menu 24 - System Maintenance

10.1 System Status

The first selection, System Status, gives you information on the status and statistics of the ports, as shown below. System Status is a tool that can be used to monitor your Prestige. Specifically, it gives you information on your ISDN telephone line status, number of packets sent and number of packets received.

To get to the System Status, select number **24** to go to **Menu 24 - System Maintenance**. From this menu, select number **1**, **System Status**. There are five commands in **Menu 24.1 - System Maintenance - Status**. Entering **1** disconnects the current B1 channel call; **2** disconnects the current B2 channel call, **3** resets the counters, **4** drops both B1 and B2 and **ESC** takes you back to the previous screen.

The table below describes the fields present in **Menu 24.1 - System Maintenance - Status**. It should be noted that these fields are READ-ONLY and are meant to be used for diagnostic purposes.

```

Menu 24.1 -- System Maintenance - Status

Chan  Link      Type      TXPkts  RXPkts   Errors    CLU      ALU      Up Time
--   --
--   Down      0Kbps      0        0         0         0%       0%       0:00:00
--   Down      0Kbps      0        0         0         0%       0%       0:00:00

Total Outcall Time:      0:00:00

Ethernet:                WAN:
Status: 10M/Half Duplex  Chan 1 IP Addr:
TX Pkts: 230             Chan 2 IP Addr:
RX Pkts: 0               Chan 1 CLID:
Collisions: 0            Chan 2 CLID:

LAN Packet Which Triggered Last Call:

Press Command:
COMMANDS: 1-Drop B1  2-Drop B2  3-Reset Counters  4-Drop All  ESC-Exit

```

Figure 10-2 Menu 24.1 - System Maintenance – Status

The following table describes the fields present in Menu 24.1 - System Maintenance - Status.

Table 10-1 System Maintenance - Status Menu Fields

| Field | Description |
|--------------------------|--|
| Chan | Shows statistics for B1 and B2 channels respectively. This is the information displayed for each channel: |
| Link | Shows the name of the remote node or the user the channel is currently connected to or the status of the channel (Down, Idle, Calling or Answering). |
| Type | The current connecting speed (56K or 64K). |
| TXPkt | The number of transmitted packets on this channel. |
| RXPkt | The number of received packets on this channel. |
| Error | The number of error packets on this channel. |
| CLU | (Current Line Utilization) percentage of current bandwidth used on this channel |
| ALU | (Average Line Utilization) a 5-second moving average of channel usage for this channel. |
| Up Time | Time this channel has been connected to the current remote node. |
| Total Outgoing call Time | Shows the total outgoing call time for both B1 and B2 channels since the system has been powered up. |
| Ethernet | |
| Status | Shows the current status of the Ethernet link. |
| TX Pkt | The number of transmitted packets to LAN. |
| RX Pkt | The number of received packets from LAN. |
| Collision | Number of collisions. |
| WAN | |
| Chan 1 IP Addr | Refers to the IP address of the Prestige on Channel 1. |
| Chan 2 IP Addr | Refers to the IP address of the Prestige on Channel 2. |
| Chan 1 CLID | Shows the Caller ID of the peer on Channel 1. |
| Chan 2 CLID | Shows the Caller ID of the peer on Channel 2. |

| | |
|--------------------------------------|--|
| LAN Packet Which Triggered Last Call | Shows the first 48 octets of the LAN packet that triggered the last outgoing call. |
|--------------------------------------|--|

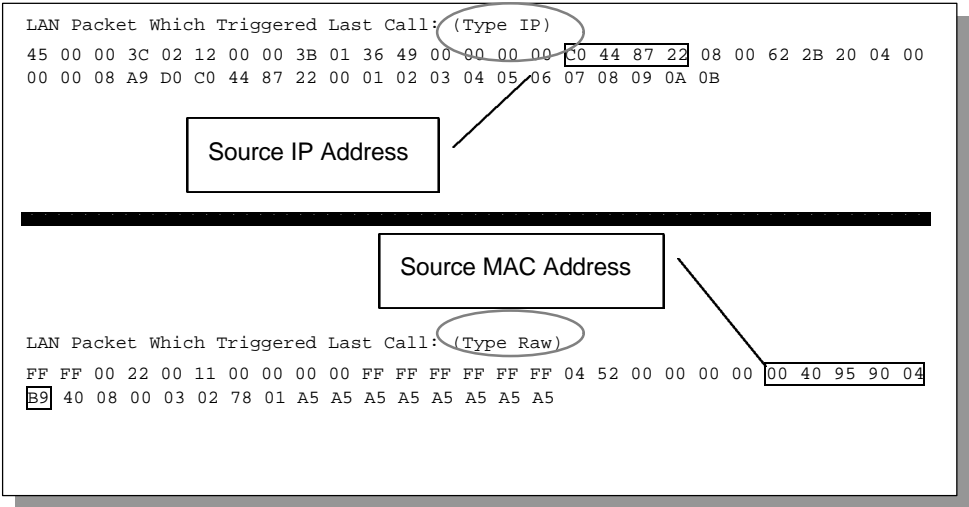


Figure 10-3 LAN Packet That Triggered Last Call

The figure above shows two examples of triggering packets from the LAN: the first of an ICMP ping packet (Type: IP) and the second a SAP broadcast packet (Type: Raw). With this information, you can determine the workstation from the source IP address or the source MAC address of the packet.

10.1.1 System Information

```
Menu 24.2.1 - System Maintenance - Information

Name:

Routing: IP
RAS S/W Version: V2.20(C.10) | 1/16/99
ISDN F/W Version: V 083
Country Code: 238

LAN

Ethernet Address:00:a0:c5:02:34:56
IP Address: 192.168.1.1
IP Mask: 255.255.255.0
DHCP: Server

Press ESC or RETURN to Exit:
```

Figure 10-4 System Maintenance - Information

Table 10-2 Fields in System Maintenance

| Field | Description |
|------------------|--|
| Name | displays the system name of your Prestige. This information can be modified in Menu 1 - General Setup . |
| Routing | refers to the routing protocol used. |
| RAS S/W Version | refers to the version of the ZyNOS software. |
| ISDN F/W Version | refers to the version of the ISDN firmware. |
| Country Code | refers to the one byte country code value (in decimal notation), |
| Ethernet Address | refers to the Ethernet MAC (Media Access Control) of your Prestige. |
| IP Address | This is the IP address of the Prestige in dotted decimal notation. |
| IP Mask | This shows the subnet mask of the Prestige. |
| DHCP | This field shows the DHCP setting (None or Server) of the Prestige. |

10.1.2 Console Port Speed

You can set up different port speeds for the console port through Menu 24.2.2 – Console Port Speed. Your Prestige supports 9600 (default), 19200, 38400, 57600, and 115200bps for the console port. Use the space bar to select the desired speed in Menu 24.2.2, as shown in the following figure.

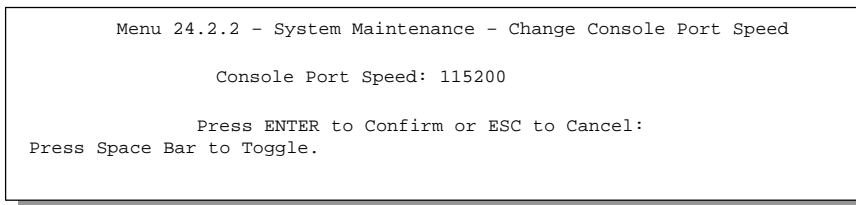


Figure 10-5 Menu 24.2.2 – System Maintenance – Change Console Port Speed

10.2 Log and Trace

There are two logging facilities in the Prestige. The first is the error logs and trace records that are stored locally. The second is the UNIX syslog facility for message logging.

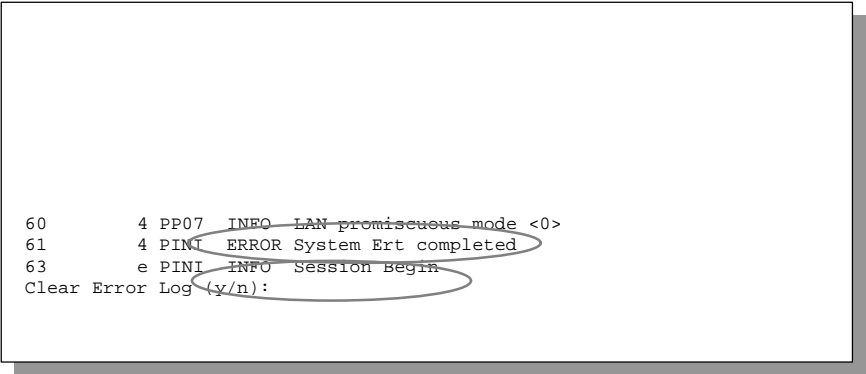
10.2.1 Viewing Error Log

The first place you should look for clues when something goes wrong is the error log. Follow the procedure below to view the local error/trace log:

- Step 1.** Select option 24 from the Main Menu to open Menu 24 - System Maintenance.
- Step 2.** From Menu 24, select option 3 to open Menu 24.3 - System Maintenance - Log and Trace.
- Step 3.** Select the first option from Menu 24.3 - System Maintenance - Log and Trace to display the error log in the system.

After the Prestige finishes displaying the error log, you will have the option to clear it.

Examples of typical error and information messages are presented in the figure below.



```
60      4 PP07  INFO LAN promiscuous mode <0>
61      4 PINI  ERROR System Ert completed
63      e PINI  INFO Session Begin
Clear Error Log (y/n):
```

Figure 10-6 Examples of Error and Information Messages

10.2.2 Syslog And Accounting

The Prestige uses the UNIX syslog facility to log the CDR (Call Detail Record) and system messages to a syslog server. Syslog and accounting can be configured in Menu 24.3.2 - System Maintenance - Syslog and Accounting, as shown below.

```
Menu 24.3.2 -- System Maintenance - Syslog and Accounting

Syslog:
Active= No
Syslog IP Address= ?
Log Facility= Local 1

Press ENTER to Confirm or ESC to Cancel:
Press Space Bar to Toggle.
```

Figure 10-7 Menu 24.3.2 - System Maintenance - Syslog and Accounting

You need to configure the following 3 parameters described in the table below to activate syslog.

Table 10-3 System Maintenance Menu Syslog Parameters

| Parameter | Description |
|-------------------|---|
| Active | Use the space bar to turn on or off syslog. |
| Syslog IP Address | Enter the IP Address of your syslog server. |
| Log Facility | Use the space bar to toggle between the 7 different Local options. The log facility allows you to log the message in different files in the server. Please refer to your UNIX manual for more detail. |

Your Prestige sends three types of syslog messages: call information messages (i.e., CDR), error information messages and session information messages. Some examples of these syslog messages are shown below:

1. Call Information Messages:

```
line 1 channel 1, call 41, C01, Incoming Call, 40001
line 1 channel 1, call 41, C01, ANSWER Connected, 49K 40001
line 1 channel 1, call 41, C01, Incoming Call, Call Terminated
```

2. Error Information Messages:

```
line 1, channel 1, call 44, E01, CLID call refuse
line 1, channel 1, call 45, E02, IP address mismatch
```

3. Session Information Messages:

```
line 1, channel 1, call 41, I01, IPCP up, myPrestige
line 1, channel 1, call 41, I01, IPCP down, myPrestige
```

10.3 Diagnostic

The diagnostic facility allows you to test the different aspects of your Prestige to determine if it is working properly. Menu 24.4 allows you to choose among various types of diagnostic tests to evaluate your system, as shown below.

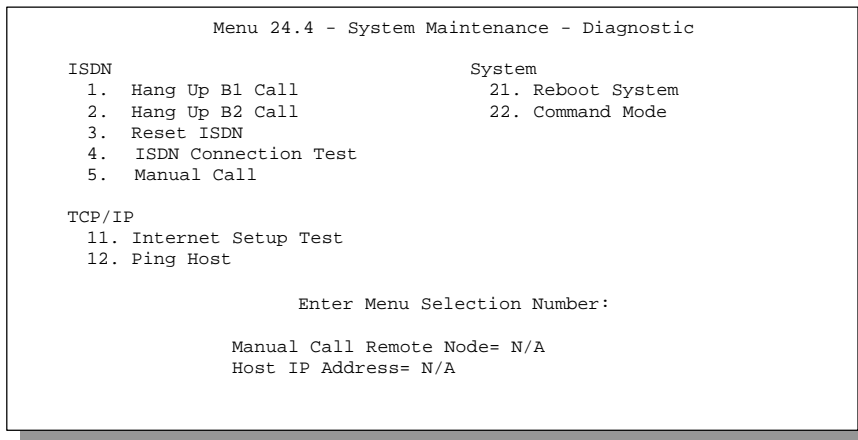


Figure 10-8 Menu 24.4 - System Maintenance - Diagnostic

Follow the procedure below to get to Diagnostic

- Step 1.** From the Main Menu, select option 24 to open Menu 24 - System Maintenance.
- Step 2.** From this menu, select option 4. Diagnostic. This will open Menu 24.4 - System Maintenance - Diagnostic.

The following table describes the diagnostic tests available in Menu 24.4 for your Prestige and the connections.

Table 10-4 System Maintenance Menu Diagnostic

| Field | Description |
|----------------------|---|
| Hang Up B1 Call | This command hangs up the B1 channel. This is only applicable if the B1 channel is currently in use. |
| Hang Up B2 Call | This tool hangs up the B2 channel. This is only applicable if the B2 channel is currently in use. |
| Reset ISDN | This command re-initializes the ISDN link to the telephone company. |
| ISDN Connection Test | You can test to see if your ISDN line is working properly by using this option. This command triggers the Prestige to perform a loop-back test to check the functionality of the ISDN line. If the test is not successful, note the error message that you receive and consult your network administrator. |
| Manual Call | This provides a way for you to place a call to a remote node manually. This tests the connectivity to that remote node. When you use this command, the screen displays what is happening during the call setup and protocol negotiation. Below is an example of a successful connection. |
| Internet Setup Test | This test checks to see if your Internet access configuration has been done correctly. When this option is chosen, the Prestige places a manual call to the ISP remote node. If everything is working properly, you will receive an appropriate response. Otherwise, note the error message and consult your network administrator. |
| Ping Host | This diagnostic test pings the host, which determines the functionality of the TCP/IP protocol on both systems and the links in between. |
| Reboot System | This option reboots the Prestige. |
| Command Mode | This option allows you to enter the command mode. This mode allows you to diagnose and test your Prestige using a specified set of commands. |

The following figure shows an example of a successful connection after selecting option **Manual Call** in Menu 24.4.

```
Start dialing for node <1>
### Hit any key to continue. ###
Dialing chan<2> phone<last 9-digit>:12345
Call CONNECT speed<64000> chan<2> prot<1>
LCP up
CHAP send response
CHAP login to remote OK!
IPCP negotiation started
IPCP up
```

Figure 10-9 Display for a Successful Manual Call

This figure shows an example where authentication failed.

```
Strat dialing for node <1>
### Hit any key to continue. ###
Dialing chan<2> phone<last 9-digit>:23456
Call CONNECT speed<64000> chan<2> prot<1>
LCP up
CHAP send response
***Login to remote failed. Check name/passwd.
Receive Terminal REQ
IPCP down
Line Down chan<2>
```

Figure 10-10 Display for a Failed Authentication

10.4 Backup Configuration

Option 5 from Menu 24 - System Maintenance allows you to backup the current Prestige configuration to your workstation. Backup is highly recommended once your Prestige is functioning properly.

You must perform the backup and restore through the console port. Any serial communications program should work fine; however, you must use XMODEM protocol to perform the download/upload.

Please note that terms “download” and “upload” are relative to the workstation. Download means to transfer from another machine to the workstation, while upload means from your workstation to another machine.

10.5 Restore Configuration

Select option 6 from Menu 24 - System Maintenance to restore the configuration from your workstation to the Prestige. Again, you must use the console port and XMODEM protocol to restore the configuration.

Rest assured that the configuration is stored in the flash ROM in the Prestige, so even if power failure should occur, your configuration is safe.

10.6 Software Update

Software updates are only possible through the console port connection. You cannot use `telnet` to update the software version of your Prestige.

Note: Please note that this function will delete the old software before installing the new software. Do not attempt to utilize this menu unless you have the new software version.

Type ‘atur’ and wait until the Prestige responds with an OK to begin uploading the new software (upload procedure varies depending on the type of software used to access the Prestige). You must use the XMODEM protocol to perform the upload. After uploading is successful, type ‘atgo’ to start your Prestige.

```
To update software, system needs to be rebooted.
After system is rebooted, 'Enter Debug Mode' will be displayed.
Please enter 'atur' to upload RAS and ISDN code.
      Do you want to continue (y/n):
      Enter Menu Selection Number:
```

Figure 10-11 Menu 24.7 – Software Update

10.6.1 Boot module commands

Prestige boot module commands are shown below. For ATBAx, x denotes the number preceeding the colon to give the console port speed following the colon in the list of numbers that follows; e.g. ATBA3 will give a console port speed of 9.6 Kbps. ATSE displays the seed that is used to generate a password to turn on the debug flag in the firmware. The ATSH command shows product related information such as boot module version, vendor name, product model, RAS code revision, ISDN code revision, etc.

```
===== Debug Command Listing =====
ATHE      print help
ATGO      boot system
ATUR      upload RAS code
ATUR3     upload RAS configuration file
ATBAx     change baud rate. 1:38.4,2:19.2,3:9.6,4:57.6,5:115.2
ATTD      download configuration to PC
ATSE      display seed for password generation
ATSH      display Revision and etc
```

Figure 10-12 Boot module commands

10.7 Command Interpreter Mode

This option allows you to enter the command interpreter mode. A list of valid commands can be found by typing [help] at the command prompt. For more detailed information, check the ZyXEL Web site or send e-mail to the ZyXEL Support Group.

```
Enter Menu Selection Number: 8

Copyright (c) 1999 ZyXEL Communications Corp.
ras> ?
Valid commands are:
sys          exit          device          ether
isdn         ip            ppp
```

Figure 10-13 Command mode

10.8 Call Control

The Prestige provides four call control functions: call control parameters, blacklist, budget management and call history.

Call control parameters allow you to set a dial out time limit, the number of times a number should be called before it is added to the blacklist and the interim between calls.

The budget management function allows you to set a limit on the total outgoing call time of the Prestige over a period of time. When the total outgoing call time exceeds the limit, the current call will be dropped and any future outgoing calls will be blocked.

The blacklist function prevents the Prestige from re-dialing to an unreachable phone number. It is a list of phone numbers, up to a maximum of 14, to which the Prestige will not make an outgoing call. If the Prestige tries to dial to a phone number and fails a certain number of times (configurable in Menu 24.9.1), then the phone number is put in the blacklist. You will have to enable the number manually before the Prestige will dial that number again.

Call history chronicles preceding incoming and outgoing calls.

To enter the call control menu, select option **9. Call Control** in Menu 24 to go to Menu 24.9 - System Maintenance - Call Control, as shown in the table below.

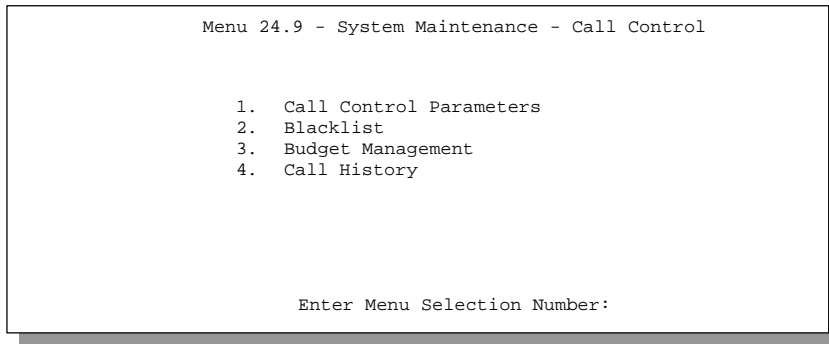


Figure 10-14 Menu 24.9 - System Maintenance - Call Control

10.8.1 Call Control Parameters

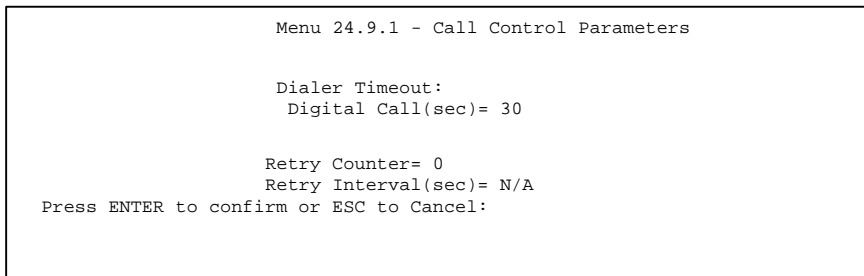


Figure 10-15 Call Control Parameters

Table 10-5 Call Control Parameters Fields

| Field | Description |
|---------------------------------------|---|
| Dialer Timeout: Digital Call (sec) | The Prestige will timeout if it can not set up an outgoing digital call within the timeout value. The default is 30 . |
| Retry Counter | How many times a busy or 'no answer' telephone number is retried before it is put on the blacklist. The default is 0 and the blacklist control is not enabled. |
| Retry Interval (sec) | Elapsed time after a call fails before another call may be retried. This applies before a telephone number is blacklisted. |

10.8.2 Blacklist

The phone numbers on the blacklist are numbers that the Prestige had problems connecting in the past. The only operation allowed is for you to take a number off the list by entering its index number.

Menu 24.9.2 shows the list of telephone numbers that have been blacklisted.

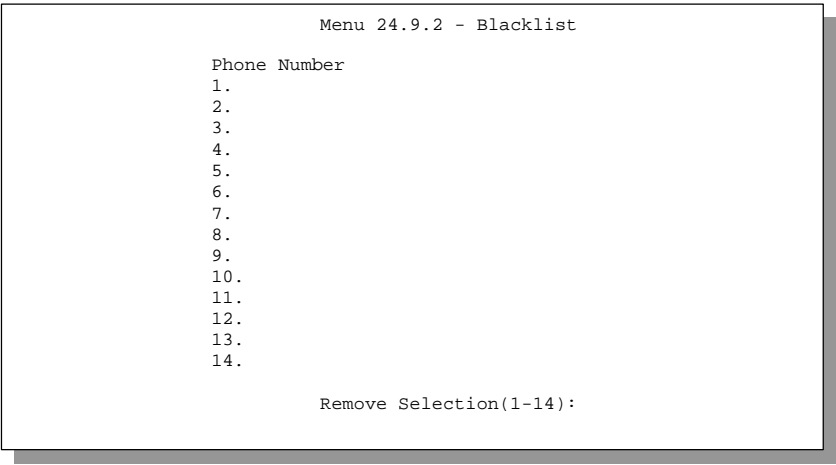


Figure 10-16 Menu 24.9.2 - Blacklist

10.8.3 Budget Management

Menu 24.9.3 shows the budget management statistics for outgoing calls.

| Menu 24.9.3 - Budget Management | | |
|----------------------------------|------------------------------|---------------------------|
| Remote Node | Connection Time/Total Budget | Elapsed Time/Total Period |
| 1. ispl | No Budget | No Budget |
| 2. ----- | --- | --- |
| 3. ----- | --- | --- |
| 4. ----- | --- | --- |
| 5. ----- | --- | --- |
| 6. ----- | --- | --- |
| 7. ----- | --- | --- |
| 8. ----- | --- | --- |
| 9. ----- | --- | --- |
| 10. ----- | --- | --- |
| 11. ----- | --- | --- |
| 12. ----- | --- | --- |
| 13. Dial-in User | No Budget | No Budget |
| Reset Node (0 to update screen): | | |

Figure 10-17 Menu 24.9.3 - Budget Management

The total budget is the time limit on the accumulated time for outgoing call to a remote node or for calling back to the dial-in users collectively. When this limit is reached, the call will be dropped and further outgoing calls to that remote node or dial-in user (callback) will be blocked. After each period, the total budget is reset. The default for the total budget is 0 minutes and the period is 0 hours, meaning no budget control. You can reset the accumulated connection time in this menu by entering the index of a remote node or the dial-in users. The budget and the reset period can be configured in the Menu 11 and 13 for a remote node and for the dial-in user, respectively.

10.8.4 Call History

This is the fourth option in Call Control and relays information about past incoming and outgoing calls.

Menu 24.9.4 - Call History

| Phone Number | Dir | Rate | #call | Max | Min | Total |
|--------------|-----|------|-------|-----|-----|-------|
| 1. | | | | | | |
| 2. | | | | | | |
| 3. | | | | | | |
| 4. | | | | | | |
| 5. | | | | | | |
| 6. | | | | | | |
| 7. | | | | | | |
| 8. | | | | | | |
| 9. | | | | | | |
| 10. | | | | | | |

Enter Entry to Delete(0 to exit):

Figure 10-18 Call History

Table 10-6 Call History Fields

| Field | Description |
|--------------|--|
| Phone Number | This is the telephone number of past incoming and outgoing calls. |
| Dir | This shows whether the call was incoming or outgoing. |
| Rate | This is the transfer rate of the call. |
| #call | This is the number of calls made to or received from that telephone number. |
| Max | This is the length of time of the longest telephone call. |
| Min | This is the length of time of the shortest telephone call. |
| Total | This is the total length of time of all the telephone calls to/from that telephone number. |

Chapter 11

Troubleshooting

This chapter covers the potential problems you may run into and the possible remedies. After each problem description, some instructions are provided to help you to diagnose and to solve the problem.

11.1 Problems Starting Up the Prestige

Table 11-1 Troubleshooting the Start-Up of your Prestige

| Problem | Corrective Action | |
|--|---|-------------------------------------|
| None of the LEDs are on when you power on the Prestige | Check the connection between the AC adapter and the Prestige. If the error persists, you may have a hardware problem. In this case you should contact technical support. | |
| Cannot access the Prestige via the console port. | 1. Check to see if the Prestige is connected to your computer's serial port. | |
| | 2. Check to see if the communications program is configured correctly. The communications software should be configured as follows: | VT100 terminal emulation |
| | | 9600 bps |
| | | No parity, 8 Data bits, 1 Stop bit. |

11.2 Problems With the ISDN Line

Table 11-2 Troubleshooting the ISDN Line

| Problem | Corrective Action |
|---|--|
| The ISDN initialization failed. This problem occurs when you attempt to save the parameters entered in menu 2, but receive the message, 'Save successful, but Failed to initialize ISDN; Press ESC to exit'. | Check the error log (in menu 24.3.1), you should see a log entry for the ISDN initialization failure in the format, ' ISDN init failed. code<n>... '. Note the code number, n. |
| | If the code is 1 , the ISDN link is not up. This problem could be either the ISDN line is not properly connected to the Prestige or the ISDN line is not activated. Verify that the ISDN line is connected to the Prestige and to the wall telephone jack. |
| | If the code is 2 , there is a SPID error (North America only). Check the SPID numbers again in menu 2, and if they are correct, initialize them again from menu 24.4.3. |
| | If the code is 3 , this indicates a general failure. Verify the provisioning information for your switch by contacting your telephone company. |
| The ISDN loopback test failed. | If the ISDN initialization is successful, then the loopback test should also work. Verify the telephone numbers that have been entered in menu 2 . The loopback test dials the number entered in the 2nd Phone # field (except for switch types with only one phone number). If you need to dial a prefix (e.g., '9') to get an outside line, then you have to enter the telephone number as '95551212' or '914085551212'. If it is an internal line, you may only need to enter the last four or five digits (according to your internal dialing plan), e.g., 51212. |

11.3 Problems with the LAN Interface

Table 11-3 Troubleshooting the LAN Interface

| Problem | Corrective Action |
|-----------------------------------|---|
| Can't ping any station on the LAN | Check the Ethernet LEDs on the front panel. The LED should be on for a port that has a station connected. If it is off, check the cables between your Prestige and the station. |
| | Verify that the IP address and the subnet mask are consistent between the Prestige and the workstations. |

11.4 Problems Connecting to a Remote Node or ISP

Table 11-4 Troubleshooting a Connection to a Remote Node or ISP

| Problem | Corrective Action |
|---------------------------------------|--|
| Can't connect to a remote node or ISP | Check Menu 24.1 to verify the line status. If it indicates [down], then refer to the section on the line problems. |
| | In Menu 24.4.5, do a manual call to that remote node. Observe the messages and take appropriate actions. |

11.5 Problems for Remote User to Dial-in

Table 11-5 Troubleshooting for Remote Users to Dial-in

| Problem | Corrective Action |
|------------------------------|---|
| A remote user cannot dial-in | First verify that you have configured the authentication parameters in Menu 13. These would be CLID Authen and Recv. Authen. |
| | In Menu 14, verify the user name and password for the remote dial-in user. |
| | If the remote dial-in user is negotiating IP, verify that the IP address is supplied correctly in Menu 13. Check that either the remote dial-in user is supplying a valid IP address, or that the Prestige is assigning a valid address from the IP pool. |
| | If the remote dial-in user is negotiating IPX, verify that the IPX network number is valid from the IPX pool (if it is being used). |

Appendix

Acronyms and Abbreviations

| | |
|----------|---|
| AUI | Attachment Unit Interface |
| BAP/BACP | Bandwidth Allocation Protocol/Bandwidth Allocation Control protocol |
| BOD | Bandwidth on Demand |
| CDR | Call Detail Record |
| CHAP | Challenge Handshake Authentication Protocol |
| CLID | Calling Line IDentification |
| CSU/DSU | Channel Service Unit/Data Service Unit |
| DCE | Data Communications Equipment |
| DOVBS | Data Over Voice Bearer Service |
| DHCP | Dynamic Host Configuration Protocol |
| DNS | Domain Name System |
| DTE | Data Terminal Equipment |
| IANA | Internet Assigned Number Authority |
| IP | Internet protocol |
| IPCP | (PPP) IP Control Protocol |
| IPX | Internetwork Packet eXchange |
| ISDN | Integrated Service Digital Network |
| ISP | Internet Service Provider |
| LAN | Local Area Network |
| MAC | Media Access Control |
| MP | (PPP) Multilink Protocol |
| NAT | Network Address Translation |

| | |
|------|------------------------------------|
| PAP | Password Authentication Protocol |
| POTS | Plain Old Telephone Service |
| PPP | Point to Point Protocol |
| PSTN | Public Switched Telephone Network |
| RFC | Request For Comment |
| RIP | Routing Information Protocol |
| SAP | (IPX) Service Advertising Protocol |
| SPID | (ISDN) Service Profile IDentifier |
| SNMP | Simple Network Management Protocol |
| SUA | Single User Account |
| TA | (ISDN) Terminal Adapter |
| TFTP | Trivial File Transfer Protocol |
| TCP | Transmission Control Protocol |
| UDP | User Datagram Protocol |
| UTP | Unshielded Twisted Pair (cable) |
| WAN | Wide Area Network |

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